# Job Description and Person Specification

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| Job title  | Business Support Officer |
| Strategic team/Directorate  | Adult & Community Services |
| Service  | ASB and Vulnerability and Safer Communities |
| Business unit | Community Safety |
| Responsible to (day to day issues) | ASB and Vulnerability Manager |
| Accountable to (line manager)  | ASB and Vulnerability Manager |
| Salary grade (spinal column points only) | Spinal Column Point 5-6 |
| JE ref | COMSA150 |

# 1. Key purpose of job

1.1 To provide administrative support for members of your team and the wider Council as directed.

# 2. Anticipated outcomes of post

* 1. Effective administrative support will enable colleagues to deliver effective services and project work to help keep Torbay’s communities safe.

# 3. List key duties and accountabilities of the post

3.1 To carry out a wide range of administrative tasks including:

* Ordering materials through POP (the Council’s Purchase Order Processing system) for the team.
* Requesting purchase orders and processing invoices.
* Typing and distributing documents and letters.
* Arranging travel and accommodation for team members.
* Carrying out small research projects and preparing specialist documentation.
* Assisting with the production of resources.
* Printing and photocopying materials.
* Organising meetings, distributing agendas, taking minutes, and seeking updates on actions.
* Dealing with general enquiries and taking messages.
* Assisting with the administration and monitoring of budgets across the Teams.
* Developing and maintaining a wide variety of office systems.
* Undertake initial casework administration, including assessing whether complaints received require referring on to relevant Officer, or if further information is required or no further action that can be taken.
* Liaise with complainants and making reasonable enquiries as necessary and in line with initial casework administration and assessment,
* Responsible for safeguarding and promoting the welfare of children and adults at all times.

The above outlines the duties required for the time being, but this is not a comprehensive or exclusive list and duties may be varied from time to time which does not change the general character of the job or the level of responsibility entailed.

# 4. Budgetary/Financial Responsibilities of the post

4.1 None.

# 5. Supervision/Line Management Responsibilities of the post

5.1 There is no direct line management responsibility.

# 6. Working environment and conditions of the post

6.1 Normal working environment and conditions.

# 7. Physical demands of the post

7.1 Normal physical demands.

# 8. Specific resources used by the post

8.1 None.

# 9. Key contacts and relationships

**External**

A wide variety of statutory and non-statutory organisations. Council members, business partners and members of the public.

**Internal**

Maintaining good working relationships with a wide range of council employees the post holder will come into contact with.

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy, and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* The post is eligible for both hybrid and permanent home working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Disclosure & Barring Service before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.
* The post holder is expected to work in a way that ensures vulnerable children and adults are safeguarded and report any safeguarding concerns in accordance with established policies and procedures.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form, you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

1. Effective interpersonal and communication skills.
2. Ability to cope with a wide range of tasks within a short time scale and work to deadlines.
3. Effective numeracy skills and ability to monitor budgets.
4. Ability to record accurate minutes of meetings and record and follow up on actions
5. Ability to work effectively both independently and as a team member.
6. Ability to take initiative and be a self-starter.
7. Effective organisational skills.
8. Effective ICT skills.
9. Enthusiasm and resilience.
10. Research Skills and ability to produce reports and specialist documents.
11. As this post meets the requirements of the Immigration Act 2016 (part 7), the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post

### Desirable skills and effectiveness

## Knowledge

### Essential knowledge

1. Proven working knowledge of a range of IT software including Microsoft Office (Word, Excel, Outlook) and Internet Explorer.
2. Knowledge of the criteria for addressing Anti-Social Behaviour and Statutory Nuisance.

### Desirable knowledge

1. Knowledge of software such as Flare.
2. Knowledge of Council financial systems such as FIMS
3. Knowledge of Local Government policies and procedures
4. Working knowledge/understanding of current Community Safety issues and initiatives

## Experience and achievements

### Essential experience and achievements

1. Experience of working within a team
2. Experience of working in a busy office using a range of administration procedures
3. Experience of dealing with a range of enquiries both on the telephone and face to face
4. Experience of undertaking research and preparing documentation that is clear and concise

### Desirable experience and achievements

1. Experience of working in a multi-agency setting.
2. Experience of school systems and procedures
3. Experience of working in an educational environment

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Educated to GCSE O Level standard or equivalent.

### Desirable qualifications/professional memberships

1. O Level/GCSE (or equivalent) in English and Mathematics.
2. European Computer Driving Licence or equivalent
3. RSA Stage II or equivalent
4. Customer Care Qualification

## Essential – Other requirements of the job role

1. Demonstrates a commitment to safeguard and promote the welfare of children and young people
2. Ability to travel efficiently around the Bay/South West/UK in order to carry out duties
3. Ability to accommodate unsociable hours
4. Ability to accommodate home-working.