

## ROLE PROFILE

<b>Role Title:</b>	Business Support Assistant
<b>Service Group:</b>	People/Resources/Place Directorate
<b>Accountable to:</b>	Senior Executive Assistant/PA/Business Manager
<b>Grade:</b>	D
<b>Date:</b>	July 2019
<b>JE code:</b>	JE1492      Competency Level: 1

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### **Purpose of job** (outline what, to whom and why)

To provide flexible, effective and confidential business support service to the Directorates Leadership and senior management teams

To provide a proactive and “forward thinking” approach to the role and encourage the use of technology.

### **Key Objectives** (list what outcomes are essential)

1	To provide an effective and efficient business support service ensuring work is produced to meet the standards set by the Senior Executive Assistant/PA/Business Manager
2	Organise meetings and arrange venues on behalf of the Senior Executive Assistant/PA/Business Manager . Support the Senior Executive Assistant/PA/Business Manager with setting Agendas and distributing any supporting documentation, taking minutes and follow up and actions.
3	To deliver an efficient and customer focussed service by processing and responding to incoming communication (post, phone and emails) message taking, copying and distributing information as necessary. To communicate respectfully and effectively and confidentially with service users and colleagues, establish a rapport and build respectful, honest and trusted relationships.
4	To undertake generic administrative tasks plus elements of work delegated by the Senior Executive Assistant/PA/Business Manager . Ensuring tasks are completed to a consistently high quality standard and within the agreed timescale. These tasks could include copy typing, scanning and indexing of incoming documents, photocopying and sending out information either by post or electronically (this is not an exhaustive list of tasks).
5	To manage the flow of Freedom of Information requests ensuring responses are received in a timely fashion.

6	To support the exchange of information between Milton Keynes Council and other local authorities/agencies and maintain professional links.
7	To manage the recording of correspondence received from all levels within the organisation and to a variety of external parties ensuring responses are provided in a timely fashion.
8	To actively contribute to information systems offering a consistent service in relation to key information including accurate inputting to relevant databases/spreadsheets.
9	To ensure that purchase orders and sales invoices are processed in accordance with the Council's finance procedures including the use of the Council's electronic finance system. Maintain supplies to facilitate the smooth running of the office.
10	To work flexibly across the Directorate as required and undertake any other tasks and support to the Directorate as expected within the role.
11	Ability to take on additional responsibilities under the guidance and supervision of the Senior Executive Assistant/PA/Business Manager to encourage career development e.g. note taking.

**Scope** (outline the size or scope of the role, direct or indirect responsibility for people, finances, resources and any special aspects of the role)

#### *Relationships*

The key relationships for the post holder are with the Senior Management Team, Heads of Service, professions and external parties on a daily basis. The role holder will ensure that they maintain effective communication network with Senior Executive Assistant/PA/Business Manager and Business Support Assistants across the Directorate helping to ensure an effective and smooth flow of information throughout the Directorate.

The post holder must exercise tact, discretion and confidentiality at all times in managing these relationships. They must meet or exceed corporate standards of customer care at all times.

#### *Confidentiality and Judgement*

The post holder must maintain the highest levels of confidentiality in supporting the Directorate Leadership Team and in relation to matters for which they are responsible.

#### *Prioritisation of Workloads*

The post holder will organise their work load in an efficient manner and plan to meet deadlines whilst working under pressure. Take responsibility to prioritise work planned or delegated by the Senior Executive Assistant/PA/Business Manager. Promptly escalate any issues that arise with their line manager.

**Work Profile** (outline the main areas of responsibility and accountability and competencies)

#### *Overall image*

To provide a flexible, effective and confidential business support service delivering to the Director's Leadership/Management Team. Provide telephone call handling for

the Leadership and senior management teams which may often be difficult, persistent and abusive. All work produced to be of a consistently high standard.

*Arrange meetings*

Arrange venues/hospitality for meetings on behalf of the People DLT and undertake any tasks required as directed by the Senior Executive Assistant/PA/Business Manager. Ensure adherence to information governance policy.

**Job Context** (attach the organisation chart(s) relating to the role)

## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

**Awareness** some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area

**Significant** knowledge and skills gained through practice and/or qualification sufficient to fulfill the role requirements

**Extensive** knowledge and skills gained through practice and/ or qualification to fulfill the role requirements and contribute to training others and developing policy and practice in the work area

PERSON SPECIFICATION	Examples specific to role	Required		Level			Method of Assessment application form, interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
<b>SKILLS AND KNOWLEDGE</b>							
<b>Technical knowledge and qualifications</b>	Demonstrate evidence of ability to make full and effective use of Microsoft Office and other IT systems including accurate data entry. NVQ level 2 in Business Administration or equivalent or able to demonstrate significant administrative experience. Fast, accurate word processing skills Experience of using computerised financial management packages	x				x	Application and testing
<b>Planning and organising work</b>	Able to communicate effectively and clearly to different audiences both verbally and in writing and able to adapt personal skills and approach to different situations.	X			X		Application, interview and testing
<b>Planning capacity and resources</b>	Evidence of ability to prioritise workload against agreed plans, deadlines and targets.	X			X		Interview and testing
<b>Influencing and interpersonal skills</b>	Able to deal with sensitive and confidential issues involving colleagues at all levels, partners and external agencies, building positive relationships and networks to help get the job done.	X			X		Application and interview
<b>PROBLEM-SOLVING</b>							
<b>Using initiative to overcome problems</b>	Ability to organise the work load in an efficient manner and plan to meet deadlines working under pressure. Demonstrates an ability to find ways of helping others to find solutions to problems. Able to conduct research and assemble information.	X			X		Application and interview
<b>Managing risk</b>	Awareness of safeguarding and health and safety implications	X			x		Application and interview
<b>Managing change</b>	Ability to work with others to facilitate changes	X			X		Application and interview

<b>ACCOUNTABILITY and RESPONSIBILITY</b>							
<b>Undertakes tasks without supervision</b>	Evidence of ability to work independently using own initiative and to meet agreed work objectives.	X			X		<b>Application and interview</b>
<b>Managing people</b>	N/A						
<b>Managing financial resources</b>	To raise requests for purchase orders and sales orders. The post holder will be responsible for ordering stationery and equipment supplies and inputting orders onto an electronic system.	X			X		<b>Application and interview</b>
<b>Personal development</b>	Able to take responsibility for own performance and development achieving work objectives and personal and career goals, seeking out development opportunities.	X			X		<b>Application and interview</b>
<b>Equality and diversity</b>	Demonstrates awareness, sensitivity and willingness to challenge inappropriate behaviour.	X			X		<b>Application and interview</b>

**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's core competency requirements, Customer Focus, Communicating and Engaging, Managing Resources and Risk, Organising and Improving Performance, Taking Responsibility, Team Player, and Excellent Leadership**

**CORPORATE SAFEGUARDING STATEMENT – All post holders must be committed to applying and upholding the Council's Corporate Safeguarding Policy Statement. Specific safeguarding responsibilities should be detailed in this document.**

**SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.**

**Other information e.g.**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Service Director	
Print Line Manager	Print Service Director	Date