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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding, and promoting the welfare of children, young people, and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.**  to | |

**SECTION A: Role Profile**

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| **Post Title** | Business Support Officer | **Post No** | RE723 |
| **Directorate** | Resources | | |
| **Division** | Audit Services – Health, Safety & Risk Service | | |
| **Band and Salary** | Band C £24,702 - £27,334 per annum  Incremental progression is subject to performance | | |
| **Responsible to** | Business and Systems Lead | | |
| **Contract Type** | Fixed term contract (Up to 12 months to cover maternity leave) | | |
| **Location** | Council House, Solihull / Working from home | | |
| **DBS Check** | Not Applicable | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |

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| **Special Conditions** | The post holder may need, on occasions, to travel to other locations across the borough to undertake their duties |

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| **Role Purpose** |
| Under the direction of the Business and Systems Lead, the post holder will take a lead role in the provision of business support services in the Business Administration Team of the Health, Safety and Risk Service.  The purpose of the role is to provide a full administrative, financial and systems service to a wide range of internal and external clients.  The role is key to ensure the Health, Safety and Risk Business Administration function and the wider, Health, Safety and Risk Service function effectively. |

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| **Role Responsibilities** |
| * To provide a full administrative service to the Health, Safety and Risk Management Service; * To provide financial administration to the Audit Services Division, ensuring that the Division’s statutory obligations are met and that all financial transactions are conducted within the provisions of standing orders and financial regulations; * To undertake the proactive tracking and written presentation of key information and performance data ensuring that data quality is maintained; * To provide a full administration service for Health, Safety and Risk training courses which includes liaising with third party providers, booking courses, managing the administrative and financial processes associated with the courses and maintaining related training records; * To support the Health, Safety and Risk Service in diary management, arranging venues and coordination of meetings; * To provide support for a range of professional internal and external client meetings which includes distributing papers and taking and distributing minutes and actions arising; * To act as a key contact for all incoming enquiries, building relationships with internal and external stakeholders, to handle issues effectively and with sensitivity and discretion; * To effectively use IT equipment and systems including systems associated with the Health, Safety and Risk Service; * To assist in the review and updating of health and safety guidance, checklists and other documentation; * To assist in maintaining the health and safety section on the Council’s intranet, Schools extranet and the Solihull Council Audit Services microsite; * To assist in the administration of the eVisit educational trips system for schools and deliver basic training on the use of the system to employees where required; * To provide an administrative and maintenance service for a range of health and safety systems including but not limited to the Health and Safety management system, the Learning Outside the Classroom system, CLEAPSS and the Health and Safety E-learning systems; * To ensure all incoming correspondence is dealt with effectively and within corporate standards; * To maintain extensive filing and record keeping systems, and assist in the preparation of information as needed; * To provide support and a full administrative service to the traded services contracts of the Health, Safety and Risk Service; * To provide training on systems to colleagues and clients as required; * To collate and present statistics for internal and external meetings; * To undertake appropriate personal development and training; * To work with colleagues on projects that support the improvement and development of the Health, Safety and Risk Service and the wider Audit Services Division as requested; * To write communications to be distributed to a diverse range of clients and customers through a wide range of communications channels; * Support the development of and maintain processes, systems and procedures to support the Service’s and Division’s approach to performance. * To support in the creation and delivery of the Health and Safety newsletter * To support the Business Lead with producing monitoring reports and project plans * Any other duties as may be appropriate to achieve the objectives of the post or to assist the Directorate in the fulfilment of its objectives, commensurate with the post holders’ grade, abilities, and aptitude. |

**Section B: Person Specification**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | Level 3 qualification (e.g. A-levels, OND, NVQ3 etc.) or equivalent  OR  able to demonstrate relevant experience and knowledge that enables you to carry out the full range of duties. | Business administration qualification | Application Form  Certificates |

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| **Experience & Knowledge** | Significant experience of office administration. | Experience of working in an organisation that delivers public services | Application & Interview |
| Experience of utilising a wide range of computer packages including Microsoft Word, Excel, and Outlook (or similar) | Experience of using financial systems such as oracle / oracle cloud. | Application & Interview |
|  | Experience in training staff |  |
| Experience of creating and maintaining information management systems for performance and data analysis |  | Application, & Interview |
| Experience of working under pressure and to tight deadlines. | Experience of financial systems and processes, including cash handling and processing of invoices | Application & Interview |

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| **ASkills & Abilities** | Well-developed oral and written communication skills |  | Application, Test & Interview |
| Well-developed interpersonal skills |  | Interview |
| The ability to take accurate minutes in large, complex, professional meetings. |  | Interview |
| The ability to demonstrate problem solving and negotiation skills |  | Interview |
| The ability to work on own initiative and as part of a team |  | Interview |
| The ability to respond effectively to challenging situations |  | Interview |
| The ability to collect, organise and present information |  | Interview |
| The ability to work to a high level of accuracy with excellent attention to detail |  | Application, Test & Interview |
| The ability to organise, prioritise and manage a flexible workload and conflicting demands for yourself and others |  | Application, Test & Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service to meet customer, organisational and personal expectations. You adopt a ‘can do’ attitude in all the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all. | Interview |
| **Trust and Respect -**You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others to foster an environment of mutual trust and respect. | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues, and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions. | Interview |
| **Leadership -** Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential | Interview |

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| **Other Requirements** | The ability to maintain confidentiality |  | Application & Interview |
| An awareness of Equality and Diversity and Data Protection legislation |  | Interview |

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| **Compiled/Reviewed by** | Clare Cockbill, Business and Systems Lead |
| **Date** | June 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers, and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures, and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.