

<b>Role Title</b>	Business Support V
<b>Reference Number</b>	RP007
<b>Cluster</b>	Administration
<b>Zone of Work</b>	Advisors and Supervisors
<b>Job Category</b>	Enabling
<b>Grade</b>	6

### Role Purpose

To provide a high quality, comprehensive, efficient, and effective business support to individuals and teams to enable them to maximise their delivery and assist Bath and North East Somerset Council and its clients in achieving its purpose and objectives.

The role will undertake a broad range of complex business support and coordination activities to enable a team to reach their goals.

### Accountabilities

- Lead on complex business support activities as requested and required, undertaking complex administration activities, such as data management, investigation and analysis, and the coordination of business support processes, to support and enable the delivery of the team.
- Act as a lead point of contact for enquiries from internal and external stakeholders and escalated issues from colleagues, exercising discretion and judgement to resolve complex business support issues. Proactively seek solutions to resolve enquiries in a timely and effective manner.
- Lead on a range of financial administration tasks in accordance with defined financial processing procedures, so that record keeping, and financial information is up to date, accurate and monitored with regular financial reporting to the Service Management Team.
- Undertake data analysis and data management processes for the relevant service area, interrogating, evaluating, and assimilating information from various sources to produce relevant reports that meet defined standards and to assist with decision-making.
- Organise a range of meetings or events to enable effective working for Bath and Northeast Somerset Council. This includes coordinating logistics and specific requests, diary management, agenda creation, collation of materials, minute taking, and coordinating follow-up actions.
- Lead on the maintenance and accuracy of a range of manual and electronic systems which provides business delivery support for a service area, ensuring effective record and information management and presentation, data accuracy, confidentiality, and security.
- Recommend and implement opportunities for process improvements to enhance the business support service provided to Bath and Northeast Somerset Council colleagues and stakeholders.

### Knowledge / Skills / Experience required

- A level qualification, or equivalent, or relevant experience.
- Knowledge of a range of Council systems, processes and procedures, which will be varied and complex.

- Strong knowledge of the area of the Council supported and any relevant specialised support knowledge related to that service area.
- Advanced practical knowledge of ICT packages including Word, Excel, and PowerPoint.
- Advanced experience of providing business support services and working with a range of partnership organisations such as other local authorities, charities or contractors.
- Ability to communicate with a range of internal and external stakeholders to resolve escalated complex issues in a professional manner.
- Ability to plan and prioritise tasks and activities and using initiative to provide proactive support.

### Dimensions of role

- This role may involve direct management which includes supervision and guidance to colleagues within the team.
- This role does not manage any direct budgets.
- Planning takes place over days and weeks, with a need to be both proactive and reactive to the service's requirements.





### Working Conditions

Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:

- The role does not have any physical demands that have a material impact on the nature of the role.
- The role does not have any environmental demands that have a material impact on the nature of the role.
- The role needs to maintain vigilance / alertness / concentration in the face of a moderate degree of repetition and monotony, to ensure accuracy or safety.
- The role has occasional indirect exposure to traumatic/distressing situations or circumstances, and occasional exposure to moderately challenging or confrontational behaviour.

### Values and Behaviour Framework

These Values are underpinned by a set of behaviours for all staff, managers, and leaders. These Values and Behaviours are used to support and inform our recruitment decisions, staff development and organisational behaviour.

 <p>Bold</p>	<p>We are bold in our approach, set aspirational goals for ourselves and create innovative solutions to tackle problems and adapt to changing circumstances. This value demonstrates that we are proactive, take action and deliver outcomes which improve people's lives.</p>
 <p>Empowered</p>	<p>We empower our staff and the people of Bath and North East Somerset so that they have the confidence and ability to find solutions for themselves and others. This value demonstrates how we develop our staff so that they are knowledgeable, are trusted to make decisions, able to challenge us and have the authority to be enablers.</p>
 <p>Supportive</p>	<p>We are supportive and work together to build trusting relationships. Our staff give help and encouragement to the people of Bath and North East Somerset and each other. This value describes how we are curious, collaborative and care for each other, our residents and the environment.</p>
 <p>Transparent</p>	<p>We are transparent, honest and accountable. This value demonstrates that we act with integrity, are open to criticism, are honest about our mistakes and want to improve and do better so that we deliver on our promises.</p>

