

**BS6**

**Business  
Support**

## Role Profile Description

<b>Date</b>	January 2015
<b>Purpose</b>	To organise resources and provide information and business administration support to internal and external customers.

### Your responsibilities:

<b>Leadership (Self and Team)</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Planning, organising and prioritising own work and co-ordinating with other team members.</li> </ul>	<ul style="list-style-type: none"> <li>Allocated work is completed on time and to relevant/agreed standards and quality.</li> <li>Issues arising are responded to in a timely manner.</li> <li>Resources are used efficiently.</li> </ul>
<ul style="list-style-type: none"> <li>Contributing to team-working.</li> <li>Providing instruction and on-the-job training for colleagues.</li> <li>Assisting in allocating and checking work of colleagues in the same work area.</li> <li>Instructing and supporting colleagues if required.</li> </ul>	<ul style="list-style-type: none"> <li>Teamwork is effective.</li> <li>Colleagues are supported.</li> </ul>
<b>Competency measurements</b>	
Relate and work well with others and know own role within the council. Challenge poor performance in others.	

<b>Making things happen / Delivering results</b>	
<b>Accountable For</b>	<b>End Result</b>
<ul style="list-style-type: none"> <li>Forward planning and setting own priorities in the short-term.</li> <li>Scheduling meetings and events.</li> </ul>	<ul style="list-style-type: none"> <li>Time and resources are used efficiently.</li> <li>Colleagues and management are supported.</li> </ul>
<ul style="list-style-type: none"> <li>Entering data, checking for accuracy and logic and identifying potential errors.</li> </ul>	<ul style="list-style-type: none"> <li>Records and information are accurate, complete and processing is effective within guidelines and standard procedures.</li> <li>Confidentiality and security of the data is maintained.</li> </ul>
<ul style="list-style-type: none"> <li>Maintaining and conducting interrogation of systems/databases; problem-solving and answering queries.</li> </ul>	<ul style="list-style-type: none"> <li>Accurate and meaningful information is provided to customers and managers.</li> <li>Problems are resolved within guidelines and standard procedures.</li> </ul>
<ul style="list-style-type: none"> <li>Preparing and providing information, reports and documents.</li> </ul>	<ul style="list-style-type: none"> <li>Detailed and accurate management information is provided.</li> </ul>

	<ul style="list-style-type: none"> <li>Management decisions are informed.</li> <li>Judgements are made on information, situations and problems within guidelines and standard procedures</li> </ul>
<ul style="list-style-type: none"> <li>Taking meeting minutes/notes for internal and external use.</li> </ul>	<ul style="list-style-type: none"> <li>Meetings and actions agreed are recorded accurately.</li> </ul>
<ul style="list-style-type: none"> <li>Liaising with stakeholders regarding operational issues,</li> </ul>	<ul style="list-style-type: none"> <li>Communication links are provided to enable operational delivery.</li> <li>May include problem-solving.</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment is maintained in good working order and is fit for purpose.</li> <li>The safety of people using the building is maintained.</li> </ul>

### Competency measurements

Sensitive to the impact of decisions.

Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.

## Service Improvement and innovation

Accountable For	End Result
<ul style="list-style-type: none"> <li>Making recommendations for improvement</li> <li>Cooperating with change</li> </ul>	<ul style="list-style-type: none"> <li>Improvements are identified and implemented.</li> </ul>

### Competency measurements

Express ideas effectively and question the traditional way of doing things.

Look for fresh approaches to improve service delivery.

## Managing resources

Accountable For	End Result
<ul style="list-style-type: none"> <li>Monitoring, reconciling and processing financial transactions including authorising small value refunds.</li> <li>Processing and handling small sums of money including petty cash.</li> </ul>	<ul style="list-style-type: none"> <li>Monies reach the correct destination in a timely manner.</li> <li>Financial information is accurately recorded and reported.</li> </ul>
<ul style="list-style-type: none"> <li>Managing stock levels and requisitioning necessary supplies/services such as monitoring use and highlighting shortages .</li> <li>Procuring appropriate supplies/services where necessary.</li> <li>Operating and maintaining office equipment and other facilities where appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Equipment, services and materials are available to colleagues for service delivery.</li> <li>Services, materials and supplies are provided using Service guidelines/procedures.</li> </ul>
<ul style="list-style-type: none"> <li>Organising travel for colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>Time and resources are used efficiently.</li> <li>Colleagues and management are supported.</li> </ul>

### Competency measurements

Methodical, accurate and well-organised and prioritise own work schedules.

Keep track of spend and make sure work is approved and signed off as necessary.

Maintain recognised financial and other procedures and practices.

## Customer and Community focused

Accountable For	End Result
<ul style="list-style-type: none"> <li>Responding to internal and external customer enquiries involving direct contact with members of the public and with challenging service users.</li> <li>Investigating records and data to answer queries</li> </ul>	<ul style="list-style-type: none"> <li>Customers are informed of the situation and any action required.</li> <li>Customer service is provided to the required standard.</li> </ul>

<ul style="list-style-type: none"> <li>Carrying out reception and public counter duties, as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Queries are answered effectively.</li> <li>Customers are informed of the situation and next steps.</li> <li>Customer service is provided to the required standard.</li> <li>Accurate bookings are taken.</li> </ul>
<b>Competency measurements</b>	
Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.	

## Qualifications, knowledge, experience and expertise

- NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
- Knowledge of the procedures in the service area and how to apply them.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- ICT literate relevant to work area.
- Thorough working knowledge of relevant software packages.
- Working knowledge of who colleagues are and what they do.
- Understanding of how to deal with customers to required standards of service.
- Working knowledge of processes, procedures and systems within area of operation.
- Knowledge of service provided in own area and service-specific guidelines.
- Knowledge of relevant services.

## Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:-  
[www.cumbria](http://www.cumbria).



## **Cumbria County Council competencies**

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

**For further information please see:-**  
**[www.cumbria.gov.uk](http://www.cumbria.gov.uk)**