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**Job description**

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| **Job title: Casual Business Support Officer (Grade D)** |

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| **Department: Strategy & Resources**  **Service: Casual Business Support**  **Grade: D**  **Post reference number:** |
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| **1. Job purpose**  Working with minimal supervision, provide comprehensive administrative and business support to a team or teams across the Council. |
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| **2. Principal duties and responsibilities** |
| 1. To provide comprehensive administrative and business support to a team or teams across the Council 2. To respond to a range of enquiries from colleagues and customers by email, phone or in person, providing advice or information or requesting responses on their behalf. 3. To prepare documents including letters, reports and presentations, collating and analysing information to inform these as required. 4. To maintain accurate information on data systems, extracting, analysing and reporting information from these. To develop and maintain data systems as required. 5. To undertake a range of financial duties - eg purchasing goods and services, processing orders/invoices through to payment, recharging, using established IT and Finance systems and ensuring financial regulations are adhered to at all times 6. Progress chase on a range of matters to resolve issues and ensure team deadlines are met 7. To provide support to meetings and events, organising these and taking notes as required. 8. To provide business support to projects eg budget monitoring, maintaining project documentation, organising project meetings. 9. To assist in the development of team processes and procedures as required. |
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| **3. All staff are expected to maintain high standards of customer care in the context of the City council’s Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.** |
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| **4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.** |
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| **5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.** |
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| **6. Numbers and grades of any staff supervised by the post holder:** |
| None (although post holder may allocate and oversee the work of lower graded posts.) |
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| **7. Post holder’s immediate supervisor:** Various |
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| **Prepared by/author:** Kirsty Spencer  **Date:** 06/08/19 |
| **Job title:** HR Delivery Manager |

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| **Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.  I understand and accept the job duties and responsibilities contained in this job description.  **Signature: Date:** |

**Person specification**

| **Job title: Casual Business Support Officer** |
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| **When applying for a Casual Business Support role, please demonstrate how you meet the points marked as “A” in the column below. Guidance notes have been included to support you with the application process.** | | | | | | |
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| **Areas of**  **Responsibility** | **Requirements** | **Measurement** | | | | |
| **P** | **A** | **T** | **I** | **D** |
| **Technical** | Experience of providing administrative and clerical support and utilising a range of office processes and systems  Please provide details of your office experience, including details of the range of activities you were required to undertake. |  |  |  |  |  |
| Ability to use a range of IT software and systems including in-house systems – eg to prepare correspondence, maintain computerised records  Please provide duties of the different IT packages you are familiar with, the level you use these (basic, intermediate, advanced) and the type of activities you have used these for. |  |  |  |  |  |
| Ability to work under pressure and to fixed deadlines.  Please provide examples of when you have had to work under pressure/to deadlines and the techniques you used to manage this. |  |  |  |  |  |
| Ability to work in an organised manner. |  |  |  |  |  |
| Ability to work accurately. |  |  |  |  |  |
| **Communication and team work** | Good written and verbal communication skills.  This will be measured in part through the accuracy and content of your application |  |  |  |  |  |
| Able to work as part of a team. |  |  |  |  |  |
| Ability to communicate with a wide range of people in a variety of situations  Please provide examples of when you’ve had to communicate with different people, and what you did to ensure this was effective. |  |  |  |  |  |
| Good understand of customer service and the ability to deal with difficult situations as they arise.  Please provide details of what customer service means to you and examples of when you have had to deal with difficult customers. |  |  |  |  |  |
| Ability to identify problems, use initiative and ask for help as and when required.  Please provide examples of when you have been required to use your initiative to resolve a problem including the steps you took to resolve this. |  |  |  |  |  |
| **Work to promote mutual respect and good relations** | Understanding the commitment to Nottingham City Council’s equality and diversity policy. |  |  |  |  |  |
| Sensitive to the needs of customers and staff. |  |  |  |  |  |
| **Work Related Circumstances** | Willingness to comply with the City Council’s non-smoking policy. |  |  |  |  |  |
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| **P**: Pre-application **A**: Application **T**: Test **I**: Interview **D**: Documentary evidence | | | | | | |

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