

**Manchester City Council
Role Profile**

**Business Support Officer Level 1, Grade 3
Facilities Management, Strategic Development
Reports to: Facilities Officer**

Job Family: Business Support

Key Role Descriptors:

The roleholder will contribute to the goals of the team through the provision of high quality business support

The roleholder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a fast moving operational service.

The roleholder will contribute effectively to the development of business support initiatives and value-added activities to meet the needs of the service.

Key Role Accountabilities:

Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, both written and verbal from a wide range of internal and external customers.

Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure.

Update and extract information from management information systems accurately and competently as required including the retrieval and collation of reports to agreed procedure.

Complete all documentation and correspondence accurately and to a high standard in line with procedures and within agreed timescales.

Procure, monitor and maintain office stationary and equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role portfolio:

Corporate Facilities Management delivers a range of services across the Council's Operational Estate to provide an environment that is safe, fit for purpose and supports the organisations strategies for the current and future development of the property portfolio.

The overall priorities of the service are to:

- Deliver a City-Wide Single Facilities Management (FM) Delivery Model to defined standards.
- Identify and realise service efficiencies.
- Provide consistent service quality across the corporate estate.
- Reflect the external market and best practice commercial solutions where appropriate.
- Provide, maintain and manage an effective Corporate FM Help Desk
- Maintain corporate governance for all resources allocated for the provision of a total FM solution.

Corporate Facilities Management is responsible for:

Workplace Support

- Statutory & Function Critical Planned Maintenance
- Reactive Maintenance
- Site Security and Emergency Response
- Keyholding
- ARC (Alarm Receiving Centre) Output Management
- Waste Management
- Window Cleaning
- Pest Control
- Contracts Management
- Helpdesk Management
- Business Innovation and Development
- Business Support including HR, Financial and Customer Engagement

Workplace Delivery

- Housekeeping (Internal Cleaning Delivery)
- Cleaning Consumables Supply
- Health and Safety
- Buildings of Multiple Occupancy Management
- Town Hall Complex Management
- Events Support
- In House Repairs Team
- Transport Management
- Deliveries

Business Support Officer Level 1, Grade 3 – Key Competencies and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester.
- We take time to listen and understand.
- We 'own it' and we're not afraid to try new things.
- We work together and trust each other.
- We show that we value our differences and treat people fairly

Generic Skills

- **Interpersonal Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Planning and Organising :** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret rules and guidelines and know when something needs to be referred to supervisor.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
- **Literacy and Numeracy:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **Administrative:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment.
- **Analytical:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Also able to gather and analyse information, opportunities and problems.

Technical requirements (Role Specific)

None