

**Manchester City Council  
Role Profile**

**Business Support Officer Level 1,  
Reports to: Business Support Lead**

**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.**

## 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 Competencies

- **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