**Manchester City Council**

**Role Profile**

**Business Support Officer Level 2, Grade 4**

**Audit and Risk Management Division, Corporate Services Directorate**

**Reports to: Workplace Adjustments Manager**

**Job Family: Business Support**

**Key Role Descriptors:**

The role holder will act as a key member of a team in the provision of high-quality business support.

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high-quality service.

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

The role holder will effectively produce and collate accurate information to support the performance of a high-quality 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.

Contribute to the accurate production of statistical data and other relevant information required for statutory and non-statutory means using initiative to resolve queries within agreed timescales and to a high standard.

Effectively identify, interpret and extract information from a variety of sources using analytical and interpretation skills to provide meaningful information to both internal and external customers.

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

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

Contribute effectively to the development, preparation and review of all procedures and systems, aligning them to service needs and objectives.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

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 role holder 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:**

The Workforce Equality Strategy sets out a plan by 2025 for the council to be a place where everyone can be themselves and thrive. The Workplace Adjustments Hub will support the council to achieve this for our disabled staff and those with long-term health conditions. The hub provides a high-quality support, advice and guidance service and a single point of entry for the workplace adjustment process.

Our strategy confirms the importance of ensuring all employees are supported in removing barriers to succeed in their jobs and progress in their career. This begins at the recruitment stage and continues throughout their career with the council.

The Business Support Officer will undertake the administrative and clerical requirements of the Workplace Adjustment Hub:

* Provide general administrative support for the Hub and for the wider Audit and Risk Management Service
* Act as the first point of contact for the service, for example by receiving and responding to email and telephone enquiries
* Liaise with a wide range of stakeholders, both internal services (IT, Estates, HR, Health & Safety) and specialist external support and adaptive equipment providers to support delivery of workplace adjustments
* Raise purchase requests and arrange payments for workplace adjustments including adaptive equipment/software, specialist services and training
* Recharge directorates for purchase costs incurred by the Workplace Adjustment Hub
* Claim grants from Access to Work and maintain records to ensure the service has a system for tracking all ongoing Access to Work claims
* Maintain information systems including administration of case management system and the production of management information for reporting, for financial management and to aid service decision making

**Key Behaviours, Skills 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**

* **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary, be logical in thinking and explain reasoning behind decisions or actions taken.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Administrative:** Ability to develop and maintain effective administration systems in a rapidly changing environment.
* **Analytical:** Ability to present information using simple descriptive statistics; mathematical averages, percentages, appropriate tables and charts.

**Technical requirements (Role Specific)**

None