



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

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| Authority | ADC / WBC |
| Directorate | Housing and Communities |
| Post Title | Business Support Officer |
| Post Number | 41128 |
| Accountable to | Business Support Team Leader |
| Key leadership relationships | <p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p> |
| Work style | This role does not fall within the Blended Working Policy |
| Last updated | TBC |

Job Description - Principal purpose of job (role summary)

As Business Support Officer you will support the Business Support Team Leader to:

To assist in the operation of efficient and professional central Post Room service, undertaking all duties associated with its operation; and to provide general administrative support to the Business Support Team and other sections within Adur and Worthing Councils as required.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

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| Willingness to embrace change and ability to adapt to new ways of working |
| Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan |
| Act with honesty and openness, and be brave enough to contribute your ideas and get involved |
| Bring your passion for delivering a high quality service for our residents to your role |
| Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow |
| Live how we work with each other and our customers: <ul style="list-style-type: none"> ● We listen ● We say what we think & do what we say ● We are inclusive & kind ● We are ambitious ● We think & act beyond ourselves and our service ● We are a team |
| Promote the service and Councils positively at all times |

Role specific Duties and responsibilities

To deal with incoming and outgoing post as necessary, ensuring it is dealt with in a timely manner – including the operation of mail franking equipment and checking all external mail is properly weighed, sized, addressed, franked and stamped as necessary.

To deal with emails received by the team in a timely manner.

To undertake any administrative or other Business Support duties associated with the work of the team as necessary including scanning and indexing etc in accordance with the grade of the post.
To undertake training in administrative processes as requested in accordance

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| with the grade of the post. |
| To work to agreed standards and performance levels set by the Business Support Team Leader and assisting the Business Support Team to meet all applicable performance targets detailed in the section's service plan. |
| Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities. |
| Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time. |
| Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies. |
| Promote the service and Council positively at all times. |
| Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities |
| Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies |

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#) .

Person Specification:

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| <p>The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.</p> | |
| Participative | <p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p> |
| Adaptive | <p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p> |
| Resilient | <p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p> |
| Leadership | <p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p> |

| | Essential | Desirable |
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| Qualifications | No formal qualifications are required. Evidence of good numeracy, literacy and computer skills. | |
| Knowledge | High personal standards of accuracy, efficiency, adaptability, reliability and honesty. | |

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| Experience | Some experience of working in a comparable office environment. Experience of working to a time schedule. | |
| Communication | Well motivated, able to act on own initiative but committed to a supporting role within a team. | |
| Relationship Building | Able to maintain friendly and effective relationships within the team and with customers. Ability to communicate with internal service users. | |
| Analytical | Good attention to detail. | |
| Planning/ Organising | Ability to meet targets with agreed timescales. Good organisational skills. | |
| Other requirements | <ul style="list-style-type: none"> ● Valuing kindness and compassion in the workplace ● Acceptance of political restriction ● Able to travel within the Adur and Worthing Districts ● Knowledge of Google Mail, Docs, Sheets and Windows-based software applications including Excel and Outlook. ● The ability to operate a variety of software systems. ● Sufficient practical skills to operate office equipment. ● Good health enabling you to move boxes of stationery and carry sacks of mail. ● Able to remain calm and positive under pressure. ● Flexible attitude to the way you perform tasks. ● Although the Council supports flexible working due to operational needs the core working hours and work base are fixed. | |

Job description & Person Specification agreed by:

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| Post holder (Print name): | |
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| Signature: | |
| Date: | |