



## J O B   D E S C R I P T I O N

POST REF NO:  
WYJS:029-17

JDES:

### POST

**Business Support Officer**

### DEPARTMENT

**RESOURCES**

### GRADE

**SALARY SCALE: WY03**

### LOCATION

**MORLEY**

### REPORTING TO

**Resources Manager**

### DIMENSIONS

#### FINANCIAL:

Expenditure for which post holder is JOINTLY responsible: Nil

Income for which post holder is JOINTLY responsible: Nil

#### STAFF:

DIRECTLY Responsible: Nil

INDIRECTLY Responsible: Nil

### OVERALL JOB PURPOSE

Provide business support, clerical and administrative support across all operational areas of Joint Services.

### CONTEXT

#### OPERATING ENVIRONMENT:

- WYJS provides Trading Standards, Analytical, Archaeological, Ecological and Archive Services to the population of West Yorkshire (2.2 million people) on behalf of the 5 Constituent Authorities.

#### FRAMEWORK & BOUNDARIES:

- The position of Business Support Officer is answerable to the Resources Manager
- As Business Support Officer, the post holder will be expected to carry out their duties in accordance with all organisational policies and procedures.
- As an employee of WYJS, the Business Support Officer will be subject to all terms & conditions of employment.

### PLANNING AND ORGANISING

- The Post holder will manage their workload and resources in conjunction with the Business Support Officer or another nominated officer to ensure effective service delivery

- The Post holder is required to develop plans for future actions, activities or events, at least a week in advance.
- The Post holder will handle issues requiring both short and long-term action

## DECISION MAKING

The Post holder is expected to make decisions within defined limits and following established procedures and instructions. Decisions beyond these limits will be referred to a more senior officer.

## KEY RESULT AREAS

The Business support officer role is generic across WYJS; however duties undertaken will include:

- Reception duties
- Word processing/audio typing/typing a range of documents as required
- ICT administration including emails, use of electronic diary and service specific systems such as LIMS, CALM, PIP, iTrent and others in use from time to time in WYJS
- Arrange meetings and take notes
- Support events and hospitality
- Information and record management as directed
- Cash handling and processing of invoices or cheques
- Assist in the preparation, collation and distribution of documents
- Arrange and book travel tickets/hire cars/overnight accommodation/training courses as required
- Business Support Officers will be allocated to a work area, either in the Resources Office, or within a specific service area. Post holders may be asked to move around from time to time as the needs of the organisation require, and may, if based in the Resources Office, be asked to cover in specific service areas to cover periods of absence or leave. Appropriate support and training will be given.
- More detailed examples of work within a specific area will be discussed with individuals, and may change from time as systems and processes change, but will be in accordance with the grade.
- Key outcomes:
- An effective, flexible and responsive administrative/business support service is provided to teams within WYJS
- Information and records are kept up to date
- Routine enquiries are responded to and resolved appropriately
- A friendly and professional customer service is provided to all visitors and callers
- Meetings and events are arranged and prepared for in a timely manner and are service and recorded appropriately.
- Accurate and timely documents are produced as required
- Work is scheduled to meet agreed targets, deadlines and service standards
- Effective stock management is maintained
- Information technology is used appropriately and proactively to improve efficiencies
- Effective and accessible filing systems are maintained to support the work of the service areas
- Accurate calculations, data input and information management is undertaken (using manual and computerized systems) to given deadlines
- The post holder's duties must at all times be carried out in compliance with the servicing Authority's Equal Opportunities Policy.
- The post holder's duties must at all times be carried out in compliance with all employment, Data Protection and Freedom of Information legislation requirements, as detailed in the Employee Handbook.
- Ensure the health and safety of all staff and resources within the post-holder's area of responsibility, i.e. delegated responsibility in relation to the nature of the post holder's duties and personal responsibilities as per Sections 7 and 8 of the Health and Safety at Work Act 1974. These include the provision of protective clothing, Health and Safety Instruction etc.
- Such other duties at a comparable level of responsibility relating to the work of the Division as may be required.

**Laboratories**

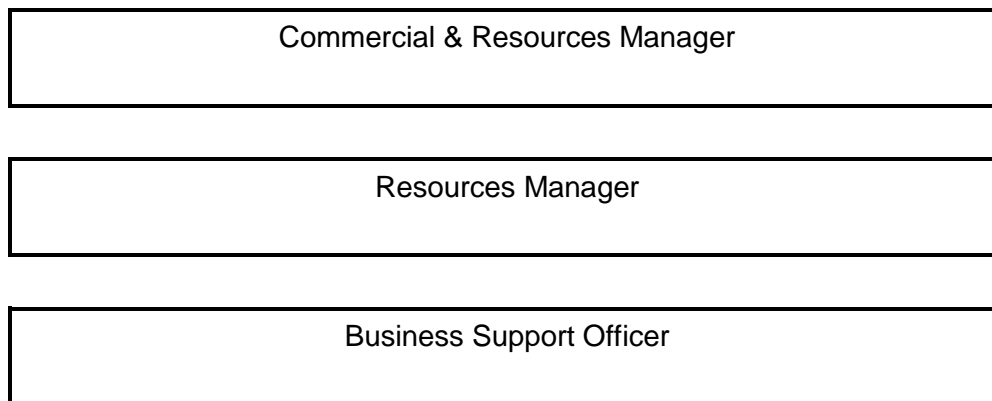
- Receive samples for laboratory analyses and record appropriate detail onto the appropriate systems.
- Obtain payment and issue receipts where necessary.

**PERSONAL CONTACTS**

INTERNAL: WYJS Officers and officers of the Support Servicing Authority.

EXTERNAL: Members of the public (when providing reception duties), businesses, representatives, and others as telephone callers and/or visitors to the Service.

**MANAGEMENT STRUCTURE**



**SPECIAL FEATURES OF POST**

None

**JD PREPARED BY:**

Susan Betteridge  
Date 18 March 2014  
Reviewed: Jonny Croston  
09 February 2016

**POST:**

Evaluated:  
Moderated:  
JE Reference No:

**AMENDMENTS:**

**PERSONAL SPECIFICATION** (*Experience, Knowledge and Skills*)

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW IDENTIFIED</b>
<b>Relevant Experience</b>	Experience of working in a busy office environment as part of a team	Previous clerical experience within a local authority or similar organisation.	Application Form References Interview
<b>Education/Training</b>	4 GCSE passes (grades A to C) including English & Mathematics		Certificates Interview
<b>Specialist Knowledge/Skills</b>	Computer literate with experience of MS Word, Excel and Access.  Typing/word processing qualification to at least RSA2 standard or can demonstrate equivalent ability	Computer skills based qualification.	Interview References
<b>Any Additional Features</b>	Ability to be self-motivated and show initiative	Able to meet deadlines under pressure.	Interview