

Job Role & Overview – Business Support 7 (Business Support Officer 3)

Business Support Group

The predominant focus for jobs in this group is the provision of business support, typically administrative, clerical and financial support to colleagues, supervisors and managers. This business support is likely to be delivered predominantly to colleagues and managers in the parent Service but may also be delivered to colleagues and managers in other Services. It may involve contact with external parties such as the general public, private organisations, and public bodies.

Knowledge & Experience

The knowledge and experience needed to do the job to can be typically acquired in a variety of ways for example through on the job training, job related experience, or qualification generally equivalent to SVQ4/HND/general degree/Diploma, and experience generally of 4 years for full competence and familiarity with all aspects of the job.

Decision Making

Jobholders will work to existing procedures and schedule their own workload with access to a supervisor. Analytical skills will be required.

Typical Tasks & Responsibilities (The following description is not exhaustive)

- Implementation of processes/regulations/policy
- Organising and managing record systems for use in the Service
- Communication skills to inform or explain information to people unfamiliar with the subject matter.
- Financial responsibilities such as monitoring budgets or management of expenditure.
- Supervise a team of employees on a daily basis, including work prioritisation
- Application of personnel procedures such as appraisal, induction, selection
- Accuracy in use of equipment e.g. to produce complex reports
- Contribute to business planning
- Analysing problems/situations/information and devising solutions
- Development and implementation of systems/procedures/processes for business tasks
- Ensure compliance with standards such as performance indicators, quality measures.

Duties

The attached overview sets out the typical demands for a Business Support 7 post. There are a broad range of jobs at this level. In order for jobholders to be fully effective, it may mean that training and development is required. The overview does not set out specific duties for each jobholder. It sets out broad requirements which are used for grading using the Scottish Councils' Job evaluation scheme.

Jobholders will have specific duties and responsibilities, set out in job descriptions, and which will change as service needs develop and change.

Requirements

The information for each factor sets out the typical requirements of jobs in the Business Support group at this level. The language comes from the Job Evaluation Scheme.

The factor levels show the predominant level for all jobs covered by the overview.

<i>Working Environment</i>	Level 1
----------------------------	----------------

The job predominantly involves working indoors. It could involve exposure to unpleasant, disagreeable or hazardous conditions for some of the working time.

<i>Physical Co-ordination</i>	Level 3
-------------------------------	----------------

Physical co-ordination is needed predominantly to use a keyboard and/or a "mouse" when undertaking computing activities, for example, the use of computerised financial management systems, operation of CAD or GIS systems etc. This requires a considerable level of precision. Driving may be required to enable the jobholder to manage the workload.

<i>Physical Effort</i>	Level 1
------------------------	----------------

The job is mainly in a sedentary position and requires no more than a basic level of physical effort by the jobholder.

<i>Mental Skills</i>	Level 4
----------------------	----------------

The jobholder is required to resolve problems or situations, generally by applying analytical and problem solving skills to the more difficult or challenging problems that arise. The jobholder will require mental skills for analysis of information. Problems or situations are generally resolved by applying recognised analytical techniques. The jobholder may be required to create and maintain a plan for activities for up to a year in advance. Alternatively, the jobholder may be required to develop strategies and carry out relatively complex planning activities for future implementation, involving factors outside the Council's control.

<i>Concentration</i>	Level 4
----------------------	----------------

Focused mental or sensory attention is required for day to day tasks and duties of the job presenting findings/conclusions/recommendations. Short periods of attention of up to 1 hour at a time, are typically required to be sustained by the jobholder on a day to day basis. Typically interruptions create the most pressure for the jobholder day to day. These interruptions are unavoidable.

<i>Communication Skills</i>	Level 3
-----------------------------	----------------

The jobholder's communications in the course of normal working can be spoken or written and the most demanding type is either eliciting information from, or explaining information to, other people who are unfamiliar with the subject matter or, advising, guiding or persuading in order to inform others.

<i>Dealing with Relationships</i>	Level 1
-----------------------------------	----------------

The jobholder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working.

<i>Responsibility for employees</i>	Level 3
-------------------------------------	----------------

The jobholder has a responsibility for the work of employees or other people in an equivalent position, through allocating work and checking results. This is a daily responsibility. The jobholder is also involved in the application and implementation of personnel practice.

<i>Responsibility for Services to Others</i>	Level 4
--	----------------

The jobholder undertakes tasks or processes which contribute to the internal/external services provided by the Council. This is predominantly through assessing service requirements or client/customer needs. He/she assesses needs or service requirements and generally contributes directly to assessment of complex needs and monitoring service quality and delivery. The jobholder may enforce regulations or council policy where necessary.

<i>Responsibility for Financial Resources</i>	Level 3
---	----------------

The jobholder has responsibility for financial resources which is predominantly budgetary, including compiling, estimating, authorising and monitoring, expenditure from agreed budgets. The budgets can be large to very large. The jobholder may have input to the budget setting process e.g. provision and analysis of information.

<i>Responsibility for Physical & Information Resources</i>	Level 4
--	----------------

The jobholder's primary responsibility for physical resources can vary, but typically can include manual and/or computerised data or Information, organising and maintaining filing and/or record systems (i.e. operational determination of the structure; ensuring the integrity of the data, appropriate security, access and housekeeping) for Service use.

The jobholder may also have responsibility for other resources such as for supplies and/or stocks, specifically the ordering (i.e. requesting items which may have to be specifically purchased from an external supplier, and will generally require countersignature, rather than processing purchase orders) and stock control of a range of supplies. This could include, for example, equipment and food supplies for a school kitchen or vehicle parts and plant.

<i>Initiative & Independence</i>

Level 3

The jobholder is required to exercise initiative in the course of normal working. He/she normally works by following established procedures, (i.e. the jobholder may determine the appropriate steps to take in specific circumstances, although the actual tasks undertaken may not be documented) and is expected to deal with predictable problems. Access to a supervisor/manager is generally available for unusual or difficult problems.

<i>Knowledge</i>

Level 5

The jobholder requires predominantly administrative or organisational knowledge to do the job. This knowledge is normally acquired through vocational training or further education and experience. Further knowledge would typically be the minimum required to do the job, for example, SVQ4, HND, general degree or equivalent. In addition to knowledge related to his/her own job the jobholder needs knowledge of a range of associated jobs and activities. The jobholder typically requires in-depth theoretical knowledge in order to do the job, for example, of the concepts and principles associated with the application of a specific discipline. Further education is generally required to gain the theoretical knowledge necessary to do the job, for example, to SVQ4, HND, general degree, professional qualification or equivalent level. Relevant working experience is required to underpin this theoretical knowledge, in practice this might vary from 3 to 5 years, to become fully competent and familiar with all aspects of the job