

**Manchester City Council  
Role Profile**

**Business Support Officer Level 1 (Apprenticeship), Grade 1-3  
Apprenticeship: Business Administration Apprenticeship Level 3 (18 months)**

**Grade 1 – Starting Salary  
Grade 3 – Upon successfully completing the apprenticeship**

**Work and Skills Service, Growth and Development Directorate  
Reports to: Work and Skills Programme Coordinator  
Job Family: Business Support**

**Purpose of the role:**

To work alongside the Work and Skills Team, to take responsibility for the day-to-day administration tasks within the team to ensure the smooth running of the service. You will be required to work closely with the Work and Skills Officers to support them in wider activities and events, to help ensure that residents and businesses across the city are able to access the support they need.

**Key Role Descriptors, (Grade 1):**

The roleholder will contribute to the goals of the team through provision of high quality business support.

The roleholder will provide customer focused, timely business support thereby contributing to the achievement of objectives of a fast moving operational service.

**Key Role Accountabilities, (Grade 1):**

Efficiently and courteously assist with all queries and correspondence both written and verbal from a wide range of internal and external customers, using initiative to resolve at the first point of contact or escalate when appropriate within agreed timescales and procedure.

Assist with the collection and distribution of incoming mail and the processing and recording of outgoing mail to agreed procedure.

Assist with the updating, maintenance and extraction of information from all manual and electronic information systems accurately as required including the retrieval and collation of reports to agreed procedure.

Assist with the completion of all documentation and correspondence accurately and to a high standard in line with policy and procedures within agreed timescales.

Work collaboratively with colleagues and stakeholders to enhance the role 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.

### **Key Role Descriptors, (Grade 3):**

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, (Grade 3):**

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 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.**

## Role Portfolio:

The Work and Skills Team’s ambition is to create a more sustainable, inclusive and diverse economy that benefits everyone. Through working in partnership across the city we support accessible, fair and good opportunities for residents to learn the skills they need to achieve their ambitions while ensuring that business and other organisations have access to the talent that they need to be successful. Our work is guided through our five-year Work and Skills Strategy.

The postholder will contribute to the smooth running of the service through responding to queries from both internal and external stakeholders in a timely manner and ensuring they reach the relevant colleague where necessary. The postholder will work collaboratively with colleagues and stakeholders to support the efficient management of administrative operations, streamline processes, and enhance overall organisational effectiveness. This will involve supporting at events, overseeing social media channels, and creating, managing and distributing a weekly newsletter.

The role will also involve tracking and monitoring the teams finance by being the main point of contact for finance queries and supporting Work and Skills Officers with finance orders. This will involve updating and maintaining administrative systems to ensure relevant and accurate information is available when needed.

Criteria	Grade	SCP
Meet the Generic Skills required to be successful in the role	1	2
Successful Completion of the Level 3 Business Administration Apprenticeship  Demonstrate and apply relevant experience and knowledge gained through the qualification and working in the organisation to provide efficient and effective business support to the team.	3	4

To progress through Grade 1 to Grade 3, the apprentice will work towards completing and passing the Level 3 Business Administration Apprenticeship. They will also demonstrate the behavioural and generic skill competencies with the role. Progression to the substantive grade is subject to sign off from the apprentice’s line manager.

## 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:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.
- **Planning and Organising:** Provides work on time to the required standard and is capable of prioritising own workload in order to meet deadlines.
- **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
- **Administrative Skills:** Have some familiarity with information technology, including excel and word packages.
- **Analytical Skills:** Ability to gather and analyse information, opportunities and problems.

### Technical Requirements (Role Specific)

None