# Manchester City Council Role Profile

**Business Support Officer (Digital Inclusion), Grade 5**

**Neighbourhoods Directorate**

**Reports to: Service Development Co-Ordinator**

**Job Family: Front Line Delivery**

**Key Role Descriptors:**

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services and engaging the community in activities.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

Plan and programme the work of the team and communicate effectively with team members to ensure that work priorities and service objectives are clearly understood

# Key Role Accountabilities:

Support the development of a strong culture of collaboration within the team and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective services and the delivery of joint outcomes.

Where required provide operational management and support the training, development and performance management of team members to ensure all are equipped to carry out their work to the highest standards to fulfil service priorities.

Deal efficiently and courteously with enquiries from members of the public providing effective and accurate information and advice on a range of council services, escalating queries where appropriate.

Apply a range of knowledge, technical expertise and skills to safeguard residents, visitors and businesses and achieve a neighbourhood of choice.

Undertake duties in a safe and responsible manner, in accordance with established Health and Safety requirements, legislation and City Council policies, practices and procedures.

Where required use and maintain a range of mechanical equipment to ensure the environment is effectively and efficiently cleaned and maintained.

Develop community awareness through reporting incidents, and unusual circumstances or situations that may negatively impact on the well being of residents, visitors and businesses.

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:**

# Libraries, Galleries and Culture

The Libraries, Galleries and Culture Service bring together high quality universal services which underpin learning, engagement and support the priorities of the City Council – Growth, Place and Reform. Services are delivered via Library, Information and Archives Services; Galleries and the universal culture offer delivered at a neighbourhood level; together with access to and activation of services through partnership working and engagement.

The Service delivers leisure, cultural, learning and information (on-line and printed) through a network of statutory neighbourhood libraries, community partnership and outreach libraries, a world class Central Library, the virtual library, HMP Manchester Prison library and the Books to Go service. It also manages the Greater Manchester County Record Office on behalf of AGMA (the Association of Greater Manchester Authorities).

This role feeds into the Manchester Digital Strategy and will work closely with the Digital Strategy Team. The role will involve administrative duties in support of the Digital Inclusion Action Plan, including managing data related to digital inclusion initiatives and working with VCSFE sector.

**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 and responds to issues arising.

# Analytical skills

Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

# 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

# Administrative skills

Ability to develop and maintain effective systems in a rapidly changing environment.

# People management

Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical requirements (Role Specific)**

* Experience and understanding of delivering excellent customer service.
  + Strong ICT skills including using content management system
  + Understanding of digital inclusion