**Manchester City Council**

**Role Profile**

**Business Support Officer Level 2, Grade 4**

**Rough Sleeping Support Service, Neighbourhoods Directorate**

**Reports to: Rough Sleeping Support Team Leader**

**Job Family: Business Support**

**Key Role Descriptors:**

The roleholder will act as a key member of a team in 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 high quality service.

The roleholder will contribute effectively to the development of business support initiatives and value-added activities to meet the needs of the service.

The roleholder will effectively produce and collate accurate information to support the performance of a high quality service.

**Key Role Accountabilities:**

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.

Contribute to the accurate production of statistical data and other relevant information required for statutory and non-statutory means using initiative to resolve queries within agreed timescales and to a high standard.

Effectively identify, interpret and extract information from a variety of sources using analytical and interpretation skills to provide meaningful information to both internal and external customers.

Update and extract information from all management information systems accurately and competently as required including the retrieval and collation of reports to agreed standard and procedure.

Procure, monitor and maintain supplies and equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

Contribute effectively to the development, preparation and review of all procedures and systems, aligning them to service needs and objectives.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

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 Rough Sleeping Support Service is a multi-agency partnership team that will contribute to the delivery of the Homelessness/Rough Sleeper Strategy. This Business Support role will involve working with managers and frontline officers from the Rough Sleeping Support Service in partnership with commissioned providers, other organisations and charities to support the aims and objectives of the Rough Sleeping Support Service to reduce rough sleeping and to ensure that wherever rough sleeping occurs that it is rare, brief and non-reoccurring.

The roleholder will act as a key member of a team in the provision of high quality business support.

The roleholder will contribute effectively to the development of business support initiatives and value-added activities to meet the needs of the service.

The roleholder will effectively produce and collate accurate information to support the performance of a high quality service.

**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:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
* **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.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Administrative:** Ability to develop and maintain effective administration systems in a rapidly changing environment.

**Technical requirements (Role Specific)**

None