**Manchester City Council**

**Role Profile**

**Business Support Officer Level 1, Grade 3**

**Manchester Adult Education Service, Growth and Development Directorate**

**Reports to: Business Support Lead Level 1**

**Job Family: Business Support**

**Key Role Descriptors:**

The role holder will contribute to the goals of the team through the provision of high-quality business support.

The role holder will provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a fast-moving operational service.

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

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 role holder 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: This role sits within Manchester Adult Education**

**MAES objectives are:**

* Connecting to potential-enable individuals to build on their strengths and develop the skills & mindset they need to succeed.
* Connecting to community-equip learners with the skills and confidence they need to engage with and contribute to their community.
* Connecting to futures – empower learners to progress with determination and clarity and their next steps.
* Connecting to employers-provide employers with access to a skilled and resilient workforce and the opportunity to shape MAES provision.

Manchester Adult Education have seven main centres, and numerous outreach and community centres across Manchester where we work with partners to deliver learning into the communities where it’s needed most.

The role holder will be working in a busy office environment mainly on the front line, they will provide business support for and correspond with Tutors, learners, the public and other agency groups. This can be through emails, meetings, phone calls and in person.

**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. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
* **Planning and Organising:** Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.
* **Problem Solving and Decision Making:** Ability to interpret rules and guidelines in order to resolve queries.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
* **Administrative:** Ability to use and maintain effective administration systems in a rapidly changing environment.
* **Analytical:** Ability to gather and analyse information, opportunities and problems.

**Technical Requirements (Role Specific)**

* Must consent to and apply for an DBS disclosure check.
* Will involve working one evening a week on a rota basis.
* A level 2 Business Admin qualification or willingness to achieve one in two years.