



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Business Support Officer	Grade: Scale 4 – SO1
Section: Support and Member Services	Directorate: Chief Executive’s Group
Responsible to following manager: Business Support Manager	Responsible for following staff: N/A
Post Number/s: RWC0151, RWC0154 and RWC0155	Last review date: January 2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

To provide efficient, flexible, and proactive support to the Chief Executive’s Group relating to administrative, business, legal and member support.

Specific Duties and Responsibilities

Business and Legal Support

1. Provide high quality financial support including; processing of charges and re-charges, journal transfers, procurement, and payments, recording and accounting for income received, and preparing timely and accurate reconciliation of various accounts.



2. Process purchase orders accurately with the agreed authorisation and timescales and liaise with suppliers / budget holders.
3. Initiate new legal instructions on the council's Civica application to Legal contractors.
4. Ensure that all legal and contract cases are correctly recorded, administered, and closed in accordance with contract specifications; ensure that instructions correspondence from contractors are properly logged and processed within agreed time scales.
5. Perform tasks relating to the filing, retrieval and storage of the council's property records, deeds and contracts; including updating of new and existing deeds and contracts, notices and any other documents pertaining to deeds or contracts.
6. Provide administrative and related support in relation to requests for information, complaints and general enquiries made to the Chief Executive's Group.
7. Affix Wandsworth Council's Common Seal to contracts, leases, licenses, and other official documents in accordance with the Council's Standing Orders and procurement guidelines and maintain the register of documents sealed.
8. Ensure that orders for public notice advertising are processed within agreed timescales.

Executive and Member Support

9. Provide support in relation to the member induction and development, member briefings and member enquiries and casework.
10. Organise refreshments and book meeting rooms and venues.
11. Arrange the supply of office equipment and stationery to councillors, including business cards.
12. To provide efficient and proactive executive support to the Assistant Chief Executive such as organising meetings, attending Senior Management Meetings (SMT), and recording action notes, and complex diary management.
13. Provide administrative support covering the Department's Information Security responsibilities and deputise for the Department Information Security Lead Officer (DISLO).

Progression Criteria

Scale 5: Requires less close supervision; able to update records, progress chase and prepare documents without reference to senior staff; able to recognise confidential or sensitive information and act appropriately.

Examples of duties undertaken at Scale 5 level:



- Provide administrative and related support in relation to requests for information, complaints and general enquiries made to the Chief Executive's Group.
- To provide efficient and proactive executive support to the Assistant Chief Executive's, such as organising meetings, attending Senior Management Meetings (SMT), and recording action notes, and complex diary management.

Scale 6: Working independently with significant knowledge and expertise.

Examples of duties undertaken at Scale 6 level:

- Provide support in relation to the member induction and development, member briefings and member enquiries and casework.
- Provide administrative support covering the Department's Information Security responsibilities and deputise for the Department Information Security Lead Officer.

SO1: Able to plan ahead and anticipate need; showing initiative; developing political awareness.

Examples of duties undertaken at Scale 6 level:

- Preparing timely and accurate reconciliation of various accounts maintained by the Business Support Team.
- Providing high level administrative and financial support.

Generic Duties and Responsibilities

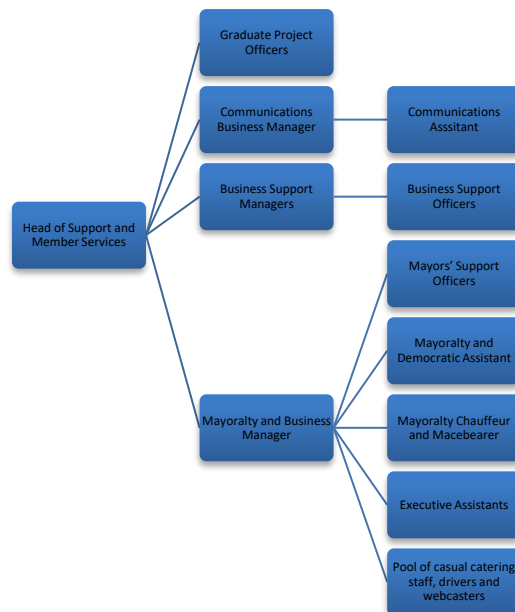
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other

reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- It is expected that this team will have a presence in both boroughs and this will be reflected in the type of support and duties that the postholder undertakes. A flexible approach is required to ensure adequate arrangements across the two sites, and therefore some travel should be expected.
- Due to the nature of the role, the expectation for this post would be a minimum of four days in the physical office, with one day working from home.
- This role will require the postholder to use a stepladder and footstool for the retrieval of documents, with training delivered.
- The postholder will be expected at times to work alone.

Team structure





Person Specification

Job Title: Business Support Officer	Grade: Scale 4 – SO1
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Our Values

Our new values have been built to capture the best of how we work together and to inspire the change we need to create in our culture.

The five statements are clear, directional and demanding. They build on our good governance and reliability, emphasising the need for all of us, whatever our role, to show leadership, to be confident, imaginative and creative.

As an organisation that’s come together to represent a broader part of London, we reaffirm our commitment to embrace difference, to connect even more deeply and widely and to show compassion and empathy for the people we work with and the people we serve.

Our new values are:

- Think bigger.
- Embrace difference.
- Lead by example.
- Connect better.
- Put people first.

Person Specification Requirements			Assessed by A & I/ T/ C (see below for explanation)
Knowledge and experience	Essential	Desirable	Assessed
Knowledge of business support systems, particularly those connected with procurement and payments.	✓		A/I
Strong focus on customer care, displaying tact, diplomacy and resilience when dealing with difficult situations and always projecting a confident and professional image.	✓		A/I

Experience of working in an administrative/business support role, following office procedures and managing paper and electronic records (including deeds and contracts).	✓		A/I/T
Experience of diary management and collaborating with senior leaders.	✓		A/I/T
Experience of organising meetings, events or other activities.		✓	A/I
Skills	Essential	Desirable	Assessed
Ability to use IT applications effectively to create high quality documents, presentations, spreadsheets in an accurate and timely fashion and to the appropriate corporate standards, using creativity and demonstrating great attention to detail.	✓		A/I/T
Ability to recognise and manage in an appropriate manner, confidential or sensitive information and of distinguishing between political and non-political activities.		✓	A/I
Ability to work both independently and as an effective team member, using initiative and adapting to changing priorities and deadlines in a calm, well-organised and methodical manner; self-motivated with a flexible approach.	✓		A/I
Ability to develop an understanding of the range of projects and initiatives that the Chief Executive's Group oversees.		✓	A/I
Good interpersonal skills, with the ability to deal with councillors, other clients and colleagues with confidence, courtesy, tact and sensitivity.	✓		A/I
Excellent organisational skills, with the ability to prioritise work to meet deadlines.	✓		A/I
Qualifications	Essential	Desirable	Assessed
Educated to GCSE "C" or above in English and Maths or by equivalent experience		✓	A/I/C

A – Application form / CV

I – Interview

T – Test

C - Certificate