

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Business Support Officer	Grade: SO1
Section: Arts and Culture Team	Directorate: Chief Executive
Responsible to following manager: Programme Director	Responsible for following staff: N/A
Post Number/s:	Last Review Date:

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.

This is not a home-based role and it is expected that the employee averages 2 days per week in the office.

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 effective, efficient and comprehensive business support to the London Borough of Culture Programme team, to enhance the operational efficiency of the programme. Maintaining a consistently high level of response to both internal and external customers, including partner organisations and members of the public.

The Business Support Officer role will play a crucial role in ensuring the smooth functioning of daily business operations by managing tasks such as handling correspondence, maintaining records, organising meetings, and coordinating schedules. They may also assist with data entry, report generation and general office management.

Specific Duties and Responsibilities

- To act as first point of contact for the programme and respond to incoming internal and external communications and enquiries using own initiative and discretion to resolve issues where possible on their behalf.
- To provide comprehensive business support service to the programme by managing correspondence, organising and preparation of paperwork for meetings – preparation of agenda, developing, collating and circulating papers, as well as minuting meetings. To also assist in organising workshops and larger governance groups
- Provide operational support by streamlining daily business operations, ensuring that all administrative tasks are executed efficiently.
- To support with document management on the Council's central SharePoint site by organising and storing programme documentation, maintaining high levels of accuracy and confidentiality.
- To use the Council's financial system to raise purchase orders and validate and manage payment of invoices for those orders ensuring that financial instructions are adhered to in the ordering of and payment for goods
- To provide project assistance to key parts of the programme assisting in coordination and implementation of specific projects
- To contribute towards the development of good working relations and collaborative arrangements with partner and other external organisations
- To provide support with HR functions for inducting new staff and upskilling on business processes

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 profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure

Programme structure is being developed

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of ICT systems including Microsoft Outlook, Word and Excel	X		A/I/T
Good knowledge of the Data Protection Act 1998 and GDPR	X		A/I
Recognised level of expertise in relation to duties described in the job description	X		A/I
Experience	Essential	Desirable	Assessed

Proven experience in a business support or administrative role.	X		A/I
Experience of preparing for, planning and minuting a variety of meetings.	X		A/I
Experience of providing project assistance or support within a project environment		X	A/I
Skills	Essential	Desirable	Assessed
Good knowledge of standard IT packages to an advanced level (MS office – Outlook, Word, PowerPoint) and ability to learn new ones	X		A/I/T
Strong organisational and planning skills.	X		A/I
Ability to work flexibly within a team environment and respond to changing priorities	X		A/I
To be proactive in dealing with all areas of work and willing to take on different elements of work should the service require.		X	A/I
Excellent verbal and written communication abilities.	X		A/I/T
Qualifications	Essential	Desirable	Assessed
Educated to A level standard or equivalent		X	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate