



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: RWC0149, RWC0151, RWC0154 and RWC0155	Last review date: April 2025

Working for the Richmond and Wandsworth

This role is employed under the Richmond and Wandsworth Better Service Partnership. The overall purpose of Richmond and Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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. To administer the department's process for handling enquiries from elected Members: to ensure all enquiries are logged, passed to the appropriate officer for response and monitored in terms of quality and timescales; and to produce related statistics.
10. To administer the department's process for handling Freedom of Information Act requests: to ensure all applications are logged, monitored and information is provided within deadline; to collate and draft departmental responses for approval; to provide expertise, advice and training on the Freedom of Information Act to officers and managers within the department; and to produce related statistics and reports.
11. To administer the department's process for handling Data Protection Act requests: to ensure all applications are logged, monitored and provided within deadline and to review and evaluate information and responses before they are dispatched to provide data protection related expertise, advice and training to officers and managers within the department; and to produce related statistics and report.
12. To co-ordinate the department's process for handling Council questions: to log and monitor questions; to liaise with Council officers, including senior management; to obtain approval by the Director and/or relevant Assistant Director and provide to Democratic Services by deadline; and to maintain a record of final responses.
13. Provide support in relation to the member induction and development, member briefings and member enquiries and casework.
14. Organise refreshments and book meeting rooms and venues.



15. Arrange the supply of office equipment and stationery to councillors, including business cards.
16. To provide efficient and proactive executive support to the Assistant Chief Executive such as organising meetings, attending Senior Management Meetings (SMT), and other meetings as required, recording action notes, and complex diary management.
17. Provide administrative support covering the Department's Information Security responsibilities and deputise for the Department Information Security Lead Officer (DISLO).

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- 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.

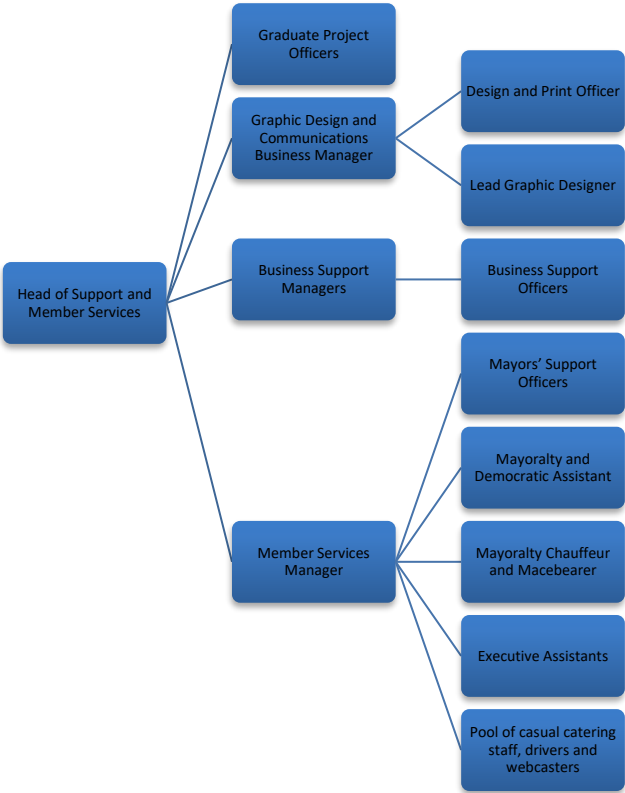
Additional Information

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- Due to the nature of the role, the expectation for this post would be a high degree of office visibility.
- 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

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership 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 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			A/I/T



office procedures and managing paper and electronic records (including deeds and contracts).	✓		
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 / 4, or above in English and Maths or by equivalent experience.		✓	A/I/C

A – Application form / CV

I – Interview

T – Test

C - Certificate