



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Business Support Officer	<b>Grade:</b> SO1
<b>Section:</b> Culture and Leisure	<b>Directorate:</b> Environment and Community Services (ECS)
<b>Responsible to following manager:</b> TBC	<b>Responsible for following staff:</b> n/a
<b>Post Number/s:</b>	<b>Last review date:</b> July 2025

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



## **Job Purpose**

Providing comprehensive administrative support to the Director for Culture & Leisure and Senior Leadership Team (SLT) and Division.

Acting as a focal point for enquiries; written, telephone, oral. Screening requests, responding where appropriate, routing enquiries raising with the Director with background information as required.

## **Specific Duties and Responsibilities**

- To provide administrative support ensuring that deadlines are met and standards of quality maintained.
- To support SLT in the review and updating of administrative processes and systems.
- To deal effectively and efficiently with internal and external customers externally, both verbally and in writing.
- To organise meetings, seminars, workshops for senior managers, including booking venues.
- Provides a meeting co-ordination and support including preparing agendas, briefing papers, electronic distribution of papers, minutes, pursuing follow up actions.
- To take accurate minutes at formal meetings, including with Members, Directors and Management Team meetings.
- To work flexibly and provide support, responding to the needs of the division.
- To administer the division's forward plan and reports process to meet agreed deadlines and standards:
  - To liaise with report authors and contributors, managers, other Council departments (including senior management) and elected Members
  - To produce committee and other reports according to the specified style and grammar protocols
  - To monitor the progress of reports to ensure that set timescales are met.

## **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.

## 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	Essential	Desirable	Assessed
Understanding of the Data Protection and Freedom of Information Acts, including application of exemptions.	X		A/I
Experience	Essential	Desirable	Assessed
Minimum of two years' experience of working in an administrative capacity.	X		A
Experience of improving service delivery through the development and implementation of record keeping systems or new processes.	X		A/I

Experience of organising own workload and of adapting to changing priorities and deadlines.	X		A/I
Experience of developing and maintaining record keeping systems and processes.	X		A/I
Experience of accurately recording and inputting data within agreed timescales.	X		A/I
Experience of handling confidential and sensitive information.	X		A/I
Experience of minute taking at formal meetings / hearings	X		A/I
Experience of using a wide range of MS Office Packages including Word, Excel and Powerpoint.	X		T
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to communicate clearly and effectively (both oral and written) with a diverse range of people both internally and externally, including members of the Public, Councillors and	X		A/I/T
Ability to work independently and as a flexible team member using own initiative.	X		A/I
Ability to demonstrate an understanding of Equality and Diversity and Customer Care.	X		A/I
Ability to research, analyse and produce statistical reports for management use.	X		A/I
Ability to demonstrate attention to detail by producing work that is accurate and on time.	X		A/I/T

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**