

**Manchester City Council
Role Profile**

**Apprentice Business Support Officer Level 1,
Grade 1 progressing to Grade 3 on completion of Apprenticeship
Growth and Development
Reports to: Work and Skills Officer**

Job Family: Business Support

Key Role Descriptors:

The roleholder will contribute to the goals of the team through the provision of high quality business support

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

The roleholder 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 roleholder 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:

The Neighbourhoods Service

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

<p>Creating jobs & growth</p> <p>Promote economic growth and investment in the city to increase employment</p> <p>Support the continuing growth of the city centre as a major economic drive</p> <p>Enhance the reputation of the city by growing its retail provision and providing a diverse cultural and leisure offer</p> <p>Connect residents, neighbourhoods and businesses through new and enhanced infrastructure</p>	<p>Places where people want to live</p> <p>Create places that are clean, green, safe and inclusive with quality housing of different tenures</p> <p>Good social, economic, cultural and environmental infrastructure with sustainable and resilient active residents and communities</p> <p>Support thriving district centres</p> <p>Increase recycling rates and reduce carbon emissions</p>	<p>Access to jobs for Manchester people</p> <p>Maximise opportunities created by the GM Devolution agreement and city's capital programmes</p> <p>Reduce worklessness by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city</p> <p>Create positive pathways into work for young people</p> <p>Continue to embed the work and skills agenda in Public Sector Reform delivery models</p>
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Role Portfolio: Work and Skills

The Work and Skills Team provide clear leadership and co-ordination for all Council services which promote employment, skills and reducing dependency. The function consolidates resource and expertise to engage with national and Greater Manchester work and skills initiatives, ensure that the agenda is well connected across different services in the City, and connected to neighbourhoods. The functions include the Work and Skills Strategy and Plan; maximising the benefits of employment and skills opportunities from the

GM Devolution Deal; stakeholder engagement with key commissioners and major providers; business engagement for growth and local economic benefit; the work and skills focus of Public Service Reform including Working Well, Mental Health and Work, and Local Integration Teams and Welfare Reform.

Business Support Officer Level 1 – Key Behaviours, Skills and Technical Requirements

Generic Behaviours: General

Generic roles are characterised as those roles that do not include line management responsibility, not involved in commercial activities and are not generally involved in playing a role in the strategic direction of Council services.

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

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 and know when something needs to be referred to supervisor.
- **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
- **Literacy and Numeracy:** Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **Administrative:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment.
- **Analytical:** Able to identify potential problems or errors when considering responses to situations
- Able to gather and analyse information, opportunities and problems.

Technical requirements (Role Specific)

None