

**Manchester City Council  
Role Profile**

**Business Support Officer Level 2  
Grade 4  
Reports to: Business Support Lead**

**Key Role Descriptors:**

The roleholder will act as a key member of a team in 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 high quality service.

The roleholder will contribute effectively to the development of business support initiatives and value-added activities to meet the needs of the service.

The roleholder will effectively produce and collate accurate information to support the performance of a high quality 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.

Contribute to the accurate production of statistical data and other relevant information required for statutory and non-statutory means using initiative to resolve queries within agreed timescales and to a high standard.

Effectively identify, interpret and extract information from a variety of sources using analytical and interpretation skills to provide meaningful information to both internal and external customers.

Update and extract information from all management information systems accurately and competently as required including the retrieval and collation of reports to agreed standard and procedure.

Procure, monitor and maintain office stationary and equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

Contribute effectively to the development, preparation and review of all procedures and systems, aligning them to service needs and objectives.

Work collaboratively with colleagues and stakeholders to enhance the role of business support throughout the Council, providing cover and flexibility where required.

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.**

## Business Support Officer Level 2, Grade 4 – Key Competencies and Technical Requirements

### Behavioural Competencies

- **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 Competencies

- **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **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 develop and accurately maintain effective administration systems in a rapidly changing environment.
- **Analytical:** Ability to present information using simple descriptive statistics; mathematical averages, percentages, appropriate tables and charts.

### Technical requirements (Role Specific)