Newcastle City Council

Job Description and Profile

Post Title: Business Support Officer (AA3797)

Evaluation: 410 points **Grade: N4**

Responsible to: Business Support Team Manager

Responsible for: N/A

Job purpose: To provide a range of service specific business and administrative support services to make sure Directorate needs are met in line with the Cabinet's vision, priorities and values.

Main duties: The following list is typical of the duties we expect you to carry out. It is not necessarily exhaustive, and you may need to carry out other duties of a similar nature and level from time to time.

1. To take part in identifying and embedding business process improvements.
2. To deal with enquiries, including technical queries about the service in line with our procedures and protocols.
3. To collate and prepare management information as needed.
4. To work with nominated officers responsible for maintenance, repairs and security of designated buildings, giving administrative support as needed.
5. To give confidential administrative and secretarial support including arranging and servicing meetings, preparing agendas and taking minutes as needed.
6. To give interactive WP support to the allocated service using digital, audio or copy typing.
7. To contribute to skills transfer activities by the demonstration of duties to support business continuity and to continually improve our service.
8. To develop and maintain positive joint working relationships with relevant internal and external stakeholders.
9. To give a professional and courteous reception service as needed.
10. To account for, reconcile and make sure of the security of petty cash, stock and cash equivalents in line with our Financial Regulations.
11. To promote and implement our equal opportunities policies in all aspects of employment and service delivery.