

Job Description

Position Details

Position:	Business Support Assistant – Level 3
Directorate:	Corporate Services
Service:	Business Support
Position no:	Various
Grade:	3
Hours of work:	37
Work style:	Homeworking / Agile / Service Based
DBS required:	No
Contact:	Hannah Meyrick
Date:	February 2025

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

We are looking for team players who have the skills, experience and flexibility to enable them to prioritise and manage several tasks within a busy fast paced environment, both within the office and whilst working from home. Exceptional IT skills, including working with MS 365, Office and Teams are essential attributes.

Reporting to: Business Support Officer or Senior Business Support Officer

Responsible for: Delivering a comprehensive administrative support service that includes management of service requests, handling of incoming calls, organisation of workflow and management of internal processes.

Principal Accountabilities

1. Managing incoming electronic mail distribution – by circulating to relevant recipients and downloading where required
2. Generating outgoing correspondence and posting via the electronic mail system – ensuring quality and accuracy are maintained
3. Formatting of letters and documentation including updating website content
4. Scanning and filing documents via the various Council IT software systems
5. Handling incoming calls and enquiries into the service from a variety of sources, offering advice and assistance, signposting where necessary.
6. Financial administration including purchase ordering, processing of invoices, collation and submission of timesheets to payroll, administration of petty cash, processing sundry debtor requests, card payments.
7. Associated activities in relation to the organization of meetings for example:
 - a. Production of agendas and collation of agenda items
 - b. Attending relevant meetings and panels to take notes/ detailed minutes

- c. Distribution of actions/ minutes to attendees and other relevant officers/ external professionals
- 8. Coordinate the requests for room bookings and setting up the meeting rooms with equipment and the appropriate layout
- 9. Data entry to various systems and processes including updating spreadsheets and databases
- 10. Communicating and engaging via Microsoft Teams Channels alongside management of shared inboxes, email and telephone

General Accountabilities

- 1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
- 2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
- 3. To demonstrate a commitment to ongoing personal development.
- 4. To adhere to data protection principles whilst undertaking your duties.
- 5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
- 6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

[illegible]

Minimum Welsh Language Skill Requirements (Indicated with a tick (✓) below)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), other please specify
Plans ahead, organises work in advance	A/I
Involves line manager / colleagues in setting and meeting targets	A/I
Reorganises work when necessary	A/I
Sees tasks through to completion whenever possible	A/I
Seeks help if workload becomes unmanageable	A/I
Uses initiative to report issues that arise that impact on others	A/I

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), other please specify
Is prepared to try new things & feedback results	A/I
Understands that changes are needed if things are to be improved	A/I
Finds new and creative ways of doing things better	A/I
Actively seeks to develop own skills and knowledge	A/I
Learns from mistakes & welcomes constructive feedback	A/I

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), other please specify
Recognises the importance of high standards of customer service	A/I
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	A/I
Understands the links between own professionalism and the possible impact on the Authority's image	A/I
Has a professional attitude that sets an example to colleagues	A/I
Takes pride in own work and that of colleagues	A/I
Is respectful, courteous and helpful at all times	A/I

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), other please specify
Reacts constructively to others' suggestions and requests	A/I
Recognises potential value of others' opinions and actively seeks their contributions	A/I
Asks for help when necessary	A/I
Actively seeks to help others	A/I
Is aware of the impact of own behaviour on others	A/I

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), other please specify
Adapts content and style to help others understand	A/I
Makes sure that people are regularly informed	A/I
Uses appropriate language, gestures and tone when talking with others	A/I
Checks others have understood & seeks advice when necessary	A/I
Actively seeks to improve all forms of communication with others	A/I
Communicates professionally by using formal channels appropriate to the situation	A/I

To find out more about working for Blaenau Gwent County Borough Council, visit www.blaenau-gwent.gov.uk