#

# BRIGHTON & HOVE CITY COUNCIL

**JOB DESCRIPTION**

**JIN 4703**

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| **Job Title**  | Business Support Officer |
| **Reports to**  | Environmental Services Manager |
| **Directorate** | Economy, Environment & Culture  |
| **Section** | City Environmental Management |

**Job purpose**

To manage small projects relevant to the service whilst also providing administrative support to the Assistant Director and Senior Leadership Team (SLT) and provide project support for officers leading the city council’s strategic priorities in City Environment.

**Principal accountabilities**

1. Develop and maintain effective, diverse networks and productive working relationships with a range of internal and external contacts at all levels, including liaison with senior managers, directors, councillors, MPs, external agencies, community organisations, and service users to support high standards of service delivery.
2. Manage small projects, track their progress, and prepare key project documentation, developing effective working relationships with programme/project managers and analysts across City Environment.
3. Act as a first point of contact for the Assistant Director and SLT and manage incoming correspondence and customer contact, much of which will be of a complex, confidential or sensitive nature.
4. Draft accurate and well-presented letters, responses, and communications to internal and external customers in an accessible and inclusive manner.
5. Provide project and programme management support to ensure the successful coordination and administration of larger-scale City Environment projects. This could include sourcing and booking venues for engagement events, collating feedback from surveys, keeping project website pages up to date, organising regular board meetings, preparing, coordinating, and collating the agenda and papers for project and board meetings in a timely way, preparing project communications, taking minutes and action notes at meetings, organising inclusive workshops and consultation/engagement activities.
6. Manage the City Environment councillor enquiries inbox. Deal positively with all requests for information, handle correspondence diligently and take necessary actions. Track all items to ensure prompt responses.
7. Provide a secretariat service to the Assistant Director, and wider SLT as required, for meetings. This includes organising the meetings, booking rooms and attendees, taking minutes, preparing the contents of meeting documents and circulating all documentation in advance, ensuring the relevant people are included, absences are noted etc.
8. Provide a support service for budget management. Raise purchase orders, arrange for invoices to be paid, keep a finance log updated and handle related correspondence.

**Health and safety accountabilities**

To co-operate in the implementation of the council Health and Safety policy

In particular: as set out in section 4.5 of the Health & Safety Policy:

* To take due care of their own health and safety and that of others, who may be affected by their acts and mistakes at work.
* To use equipment according to instructions.
* To ensure that they do not use facilities and equipment recklessly or interfere with the safe use of equipment, materials, or systems.
* To report any unsafe act, or condition, any accident or incident according to Health and Safety Policy.

**Equalities**

To uphold and carry out the duties of the post with due regard to the City Council’s Equalities and Equality in Employment Policies.

**General Accountabilities**

Your duties will be as set out in the above job description but please note that the council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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**PERSON SPECIFICATION**

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| **Job Title**  | Business Support Officer |
| **Reports to**  | Environmental Services Manager |
| **Directorate** | Economy, Environment & Culture  |
| **Team**  | City Environmental Management |

**Essential Criteria**

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| **Job related education, qualifications, and knowledge**  | * Educated to NVQ level 3 or equivalent level of knowledge gained through experience.
* Detailed knowledge of role-related administrative policies, processes and codes of practice.
* An understanding of the range of services delivered by local government.
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| **Experience** | * Experience of managing small projects with multiple stakeholders to deliver successful outcomes.
* Experience of organising inclusive events, workshops, and large meetings.
* Significant administrative experience in a role related environment, dealing with often complex, confidential and sensitive information.
* Experience of taking and producing accurate minutes of meetings.
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| **Skills and Abilities**  | * Ability to work with a broad range of people from a variety of backgrounds and settings.
* Ability to work well and cooperatively in a team.
* Ability to take prepare agendas, take minutes and follow-up on actions.
* Ability to understand and manage basic budgets and process invoices/purchase orders.
* Strong organisational and time management skills to work effectively under pressure, meet deadlines and prioritise own workload within a clear framework.
* Ablity to use initiative and judgement to identify urgent matters or resolve more varied or complicated problems.
* Ability to communicate straightforward information clearly and deal with challenging people and situations calmly and confidently whilst providing a courteous and efficient service, exercising sensitivity, diplomacy and tact.
* Ability to use Microsoft Office applications, including Outlook, Excel, Word and PowerPoint.
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| **Health and safety knowledge** | * Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices and instructions.
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| **Equalities**  | * You must be prepared to implement the council’s Equalities Policy at a level appropriate to the job and must at all times carry out your duties with due regard to the council’s Equalities Policy.
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