

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Community Services, Environment & Culture		Service Area: Highways, Transport & Design
JOB TITLE: Business Support Officer		
GRADE: G		
REPORTING TO: Civil Engineering Team Leader		
1.	JOB SUMMARY: To work as part of a team providing specialist administrative support within Highways, Transport & Design. The Business Support Officer will be expected to undertake multi-functional duties and responsibilities and must be prepared to rotate between roles.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To ensure that established departmental systems, procedures and policies are adhered to.
	2.	To have administrative knowledge in the following operational Service Areas: • Transport Strategy & Planning • Design Services • Highways
	3.	To investigate and respond to complaints and requests for service, to monitor customer satisfaction and identify service improvements.
	4.	To develop and implement quality management systems and drive quality initiatives.
	5.	To liaise with other departments, partners and organisations as the work of the Division may require.
	6.	To continuously review and improve existing systems procedures and processes.
	7.	To undertake special projects and identify practices and systems in need of improvement.
	8.	To raise invoices, works orders and purchase orders.
	9.	To assist with contract work and the ordering of goods and services.
	10.	To collate key performance indicator information and assist in the monitoring and development of service standards and targets to ensure excellent service delivery.
	11.	To identify business development opportunities and engage with local businesses, groups, residents and partner organisations.
	12.	To calculate service charges and produce and monitor service level agreements and external contracts.
	13.	To input, present and interrogate statistical data. To undertake accounting, reconcile information and produce reports.
	14.	To assist in the processing of insurance claims and taxation returns.
	15.	To ensure that sound budget management practices are undertaken.
	16.	To take reasonable care of your own health and safety and co-operate with Management so far as is necessary to enable compliance with the authorities Health & Safety rules and legislative requirements.
	17.	To be aware of and adhere to all council financial, legal and administrative policies and procedures.
	18.	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

	19	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.	
3. GENERAL Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace. Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life. Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council. Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures. Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures. Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.			
		Name:	Signature:
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			



PERSON SPECIFICATION

Job Title/Grade	Business Support Officer	G
Directorate / Service Area	Community Services, Environment & Culture	Highways, Transport & Design

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	5 GCSEs at Grade C or above (or equivalent) including Maths and English	NVQ Level 3 in Business Administration or Customer Services or equivalent substantial demonstrable level of knowledge in related disciplines.	Application
Experience	- Experience of working in customer focused, operational and administrative - Experience of working with a wide range of people and organisations - Experience of working in a team environment	- Experience of performance management systems. - Experience of project management - Experience in business development. - Experience in implementing new initiatives, procedures and processes - Political awareness	Application / Interview

Knowledge & Skills	• Ability to programme work and be personally organized • Ability to deal with a high volume of varied and complex issues, complaints and requests for service. • Ability to undertake a generic role and perform multi-functional duties in a busy and challenging administrative environment • Committed to excellent customer service • Ability to deal with confidential information • Good communication skills • Numerical ability to interpret and explain statistical data. • Flexible • PC literate	• Working knowledge of relevant legislation, procedures and processes • Knowledge of performance management and target setting. • Ability to lead from the front and lead by example. • Ability to think widely and solve problems logically • Ability to represent the Service within a range of meetings.	Application / Interview
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement.		Application / Interview

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Community Services, Environment & Culture	SERVICE AREA: Highways, Transport & Design
JOB TITLE: Business Support Officer	
GRADE: G	
JOB LOCATION / BUILDING: Dunedin House, Stockton-on-Tees	
REPORTING TO: Sarah Henry	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		x

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.		x
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	x	
Any Other: Please identify any other known risks associated with this job role.		x

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Sarah Henry

Date: 16.7.26

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk

