

Job Description

Post title	Business Support Officer (Triage)
Grade	N5
Directorate	Economic Growth, Culture and Innovation
Team	Business Growth
Reporting to	Programme Support Officer
Responsible for	No direct line reports

Job Purpose

To provide administrative and organisational support to the North East Mayoral Strategic Authority (North East MSA).

Duties and responsibilities

- To provide administrative support to programmes and projects.
- To provide performance management support.
- To provide financial management support.
- To deal with enquires, including those of a complex nature about the service and in line with our procedures and protocols.
- To provide a first line response for operational issues.
- To contribute to the development, implementation, review and maintenance of business systems and processes.
- To develop and maintain positive joint working relationships with relevant internal and external stakeholders.
- To promote and implement the North East MSA's equal opportunities policies in all aspects of employment and service delivery.

Organisational responsibilities

- **Communication**
We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East MSA Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained, and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals, and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are, and we use them to anchor all that we do. The North East MSA values are:

- Strive for brilliance.
- One team.
- Drive sustainability.
- Make it happen.
- Be inclusive.

Equalities and Diversity

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

This post is not subject to a disclosure.

- **Politically restricted**

The North East MSA has designated that this post is not politically restricted in accordance with the requirement of section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Person Specification: Business Support Officer (Triage)

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	Experience and successful track record of pro-actively working in telesales/sales or an associated degree level business qualification and some work experience in a client facing setting.	Sales in a business to business environment.
Experience	- Experience of client facing activities with a proven record of generating interest and converting into meaningful action while delivering customer service excellence. - Experience of developing and maintaining positive working relationships with customers, officers and stakeholders. - Proven experience in diary management, managing schedules, organising meetings, and handling various administrative tasks.	Engaging with businesses at a senior level.
Skills and Knowledge	- Understanding of entrepreneurship, business set up and operations. - Ability, confidence and interpersonal skills to pro-actively target and engage with business owners and build effective relationships. - Ability to maintain an impartial, objective and client focused approach. - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) - Experience of working with business databases, CRM systems and telephone systems. - Research skills - Ability to find and present targeted information and solutions required to support businesses to overcome challenges. - Attention to Detail – High level of accuracy and thoroughness in data entry, data analysis, documentation and reporting.	- Familiarity with social media and content management systems. - Understanding of how local government or public sector organisations function, especially within a combined authority setting.

	• Organisational Skills – Ability to manage multiple tasks effectively, prioritise workload, and meet deadlines. • Communication Skills – Excellent verbal and written communication skills, with the ability to engage effectively with a variety of stakeholders. • Adaptability – Flexible and responsive to changing needs and priorities within a dynamic work environment.	
Personal Qualities	• Discretion and Integrity – Demonstrate a high level of integrity and discretion when handling sensitive or confidential information, with a commitment to maintaining confidentiality at all times. • Adaptability and willingness to embrace change. • Proactive and results orientated approach. • Committed to the principles of equality and diversity.	
Additional Requirements		