Professional Support Service Officers, Business Change

Various Locations

£19,238 - £24,717

Working 36.5 hours per week. PSS provides business support to a range of practitioners and varied activities across the Directorate for People/Birmingham City Council. We have a number of vacancies and are looking for enthusiastic and flexible people to come and join us.

Although these are generic roles, you will need to have administrative experience in a demanding environment, be committed to excellent customer care, be competent in the use of IT, and be able to work accurately with good literacy and numeracy skills. Some posts require specific skills particularly minute-taking for complex meetings, provision of basic IT support, and support to complex financial arrangements.

If you have excellent communication, organisational and teamwork skills and you adapt positively to change, we look forward to hearing from you!

Ref: A5222016J

Closing date: 9 September 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed”.

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
Directorate for People

Role Description

Post: Professional Support Officer
Grade: GR3
Division: Professional Support Service
Section: Professional Support Services

1. **Job Purpose**

To provide efficient, effective, consistent and responsive Professional Support services that meet the needs of the business

2. **Duties & Responsibilities**

2.1 To provide high quality Professional Support services to internal/external customers, within the parameters of the Service’s Business Agreement.

2.2 To provide financial administration, ensuring that the Directorate’s statutory obligations are met and that all financial transactions are conducted within the provisions of standing orders and financial regulations.

2.3 To provide support to staff within the business, to help facilitate the maintenance, development and rollout of systems/processes, and to ensure that staff receive support in the use and maintenance of business applications.

2.4 To act as an initial escalation point for the resolution of unusual situations by providing advice and guidance to Professional Support Assistants, overseeing staff where required in respect of their day-to-day workload.

2.5 To fully support meetings as required by the business including the provision of minute-taking (e.g. Safeguarding) or note-taking and hospitality as appropriate, and the production/distribution of outputs in a timely manner.

2.6 To administer and maintain systems within PSS (e.g. monitoring, recording, processing and reviewing of information), including provision of statistical/performance information.

2.7 To place orders, administer payments and monitor expenditure including the interrogation and reconciliation of financial and other systems, as required.
2.8 Assist in maintaining inventory, and administer/order equipment including troubleshooting of basic hard/software problems, working closely with relevant parties.

2.9 To ensure that confidentiality is maintained in all areas and to ensure Data Protection Act principles are adhered to.

2.10 To ensure that safety and security is upheld by adhering to all appropriate policies, reporting and escalating issues appropriately as they arise.

2.11 To work flexibly and as part of a team to ensure cover of all aspects of Professional Support and to provide continuity of service.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Professional Support Team Leader & Professional Support Relationship Manager

3.2 **Level of Supervision**

Left to work within established guidelines subject to scrutiny by supervisor.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

N/A

5. **Special Conditions**

This vacancy is exempt from the Rehabilitation of Offenders Act

A Disclosure and Barring Service check will be undertaken.

_Birmingham City Council is committed to safeguarding and promoting the welfare of children and young people_ and expects all staff to share this commitment.

Observance of the _City Council’s Equal Opportunities Policy_ will be required.
# Person Specification

**Job Title:** Professional Support Officer  
**Grade:** GR3  
**Division:** Professional Support Service  
**Section:** Professional Support Services  

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>ESSENTIAL</th>
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| **Experience**  
(Relevant work and other experience) | 1. Administrative experience in a demanding environment including setting up and maintaining office systems/processes, and undertaking telephone/reception function to members of the public and professionals. | AF/I/T |
| | 2. Comprehensive IT experience including competent use of Microsoft Word and Excel and the ability to manipulate and present data, and provide accurate financial/statistical/performance information. | AF/I/T |
| | 3. Experience of working in a diverse team environment and the ability to multi-task to cover other roles within the team. | AF/I |
| | 4. Experience of managing a number of conflicting priorities effectively to achieve business objectives. | AF/I |
| | 5. Knowledge of relevant legislation/policies and their implications for the Directorate (e.g. FOI, Data Protection Act, Health and Safety). Includes understanding of Children’s Directorate business. | AF/I |
| **Skills & Ability**  
e.g. written communication skills, dealing with the public etc. | 1. An ability to support meetings (e.g. minute taking, note taking, action points etc.) in a sensitive and complex environment (e.g. Safeguarding). | I/T |
| | 2. Ability to communicate effectively at all levels within an organisation both orally and in writing where maintaining confidentiality is paramount. | AF/I/T |
| | 3. Attention to detail with an ability to work accurately i.e. literacy/numeracy skills. | I/T |
| | 4. Ability to work on own initiative with a proactive approach to all tasks, including an ability to plan ahead to ensure business objectives are met. | I/T |
| | 5. Ability to prioritise the work of self and others where applicable, and to work calmly and productively in a changing and demanding environment | I/T |
| | 6. An ability to work flexibly and as part of a team environment, providing cover when needed to ensure continuity of service provision. | I/T |
| | 7. Ability to provide basic IT support to staff. | AF/I |
| IT/Performance Info – related posts | 1. Experience of manipulating/collating/analysing/presenting information including use of Microsoft Excel to at least intermediate level e.g. use of formulae /‘v’ look up /pivot tables.  
2. Understanding the value of information to an organisation and how to use it effectively  
3. Ability to undertake troubleshooting of hard and software issues  
4. Ability to support and encourage workers in the use of IT and business applications – includes assisting in the development and rollout of IT systems to ensure that effective technology enables the delivery of services in a consistent and responsive manner across the business. | AF/I/T

|  | Payments/Finance – related posts | 1. Experience of budget monitoring /reporting and cash handling  
2. Ability to understand and report on complex financial arrangements  
3. Understanding the importance of robust financial management arrangements, Financial Regulations and compliance. | AF/I

|  | Direct Support | 1. Experienced and competent minute taker  
2. Able to support complex, high level meetings (Assistant Director level)  
3. Commitment to providing proactive, organised support  
4. Able to work accurately and calmly in a changing and varied environment | AF/I/T

|  | Training | Willingness to undertake ongoing continuous professional development (CPD), and participation in supervision and team meetings. | AF/I

|  | Education/Qualifications | To possess or be willing to work towards a relevant customer service qualification such as ICS Communications level. | AF/C

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.