

JOB DESCRIPTION

JOB TITLE:	Business Support Officer
MANAGED BY:	Workplace Support Manager
GRADE:	6

BACKGROUND

The West of England Mayoral Combined Authority (MCA) is seeking to appoint a Business Support Officer to join the Business Support team.

This is an exciting time to join the West of England Mayoral Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Mayoral Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting into the Workplace Operations Manager and working as part of a small team, the Business Support Officer will specialise in providing administrative support to teams throughout the organisation, managing telephone enquiries from the public and meeting visitors, and assisting colleagues in delivering Metro Mayoral priorities.

KEY RESPONSIBILITIES

- Setting up and supporting a variety of meetings and conference calls with both internal and external attendees, recording actions and ensuring these are followed up
- Organising travel and general administration
- Supporting stakeholder briefings and events, booking venues, organising invitations

- Acting as first point of contact for public enquiries, ensuring these are logged and responded to within agreed timeframes
- Provide project officer support to specific projects supporting the set-up of the West of England Combined Authority, including office systems, HR and IT projects
- To undertake such other duties and responsibilities as may be determined from time to time by the Workplace Operations Manager in consultation with the post holder

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Excellent IT skill including Outlook, Word and Excel

Experience

- Experience of providing administrative support in a dynamic and complex organisation
- Experience of managing public enquiries by phone and email

Skills and Competencies

- Excellent written and oral communications skills with ability to create reports and presentations to a high standard
- Capable of planning and prioritising workload to meet deadlines
- Able to work as part of a team and build relationships with colleagues in partner organisations
- Focus on excellent customer service
- Appreciation of the importance of discretion and confidentiality

DESIRABLE

Qualifications and Knowledge

- Experience of administration in a complex political environment or similar

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

- Carbon Literacy training is available for all staff at the Combined Authority. We are working towards the authority's aim of becoming a Gold Level Carbon Literate Organisation by 2025, which means having more than 50% of staff trained and certified as Carbon Literate.

We are based in a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE



We're proud to have been accredited as a Living Wage Employer. Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.84 - higher than the government minimum for over 21s, currently £11.44 per hour. Find out more [here](#).

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter. Find out more about the charter [here](#).

