

JOB DESCRIPTION

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

BACKGROUND

The West of England Combined Authority is seeking to appoint a Business Support Officer to join the People and Skills team.

This is an exciting time to join the West of England 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 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

Our business support team is at the centre of our organisation and individuals are responsible for providing all administrative support to Directorates across the organisation and acting as first point of contact for public enquiries.

Line managed from within West of England Combined Authority's centralised Business Support Team, this role will support the People & Skills Service, specifically the Workforce for the Future project, which sits within the Business & Skills Directorate. Day to day will be provided within that team, with line management from the Workplace Support Manager.

KEY RESPONSIBILITIES

- Setting up and supporting a variety of meetings and conference calls with both internal and external attendees. This will include preparing agendas, minuting

- meetings and ensuring actions are followed up
- Supporting stakeholder briefings and events, booking venues, organising invitations
- Organising travel and accommodation
- Acting as first point of contact for public enquiries; redirecting calls or emails across where necessary
- Providing support including office systems, HR and IT projects
- Monitoring and ordering office supplies
- To undertake such other duties and responsibilities as may be determined from time to time by the line 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
- 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
- IT Skills - able to make full use of the data and information presentation functions of the standard Microsoft Office products (word, excel and powerpoint) to produce high-quality and engaging visuals.

DESIRABLE

Qualifications and Knowledge

- Experience of administration in a complex political environment or similar
- Diary management, particularly of multiple managers or teams

REWARDS AND BENEFITS

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

- 26 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.

We have recently moved into a new bright, airy, modern office space, with all 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 £14.21 - higher than the government minimum for **over 23s, currently £9.50 per hour**



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.