

JOB DESCRIPTION

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

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