

Job description

Job title:	Business Support Officer
Grade:	Level 1 post: Grade 5 Level 2 post: Grade 6 Level 3 post: Grade 7 Level 4 post: Grade 8
Job evaluation reference:	BA6099abcd
Job family:	Business, Policy & Administration

The Business Support function will act as a backbone for the council, ensuring Directorates and teams can operate smoothly and focus on their core activities. The vision for Business Support is to create a streamlined, efficient, and future-ready layer that empowers Dorset Council to deliver exceptional services to its residents. Through innovative processes, advanced technology, and a culture of collaboration, the council aims to build a resilient administrative foundation that eliminates duplication, supports colleagues, and drives sustainable financial savings.

Purpose and impact

1. Responsible for the provision and delivery of high quality, efficient and proactive support services to Dorset Council. Ensuring the timely and effective administration of duties in line with council policy, legislation, and best practice.

Key Responsibilities (Level 1 post):

2. Provide general administrative support to teams and services.
3. Develop and maintain a variety of office systems (electronic and paper-based).
4. Manage own workload to meet required deadlines.
5. Ensure confidentiality of sensitive and legal matters.
6. Assist in the implementation and evaluation of systems, processes, and technology.
7. Deal sensitively and efficiently with telephone, face-to-face, and written enquiries.
8. Liaise and collaborate with internal and external stakeholders and customers.
9. Organise and service meetings, including distributing agendas and taking minutes.
10. Coordinate diaries and arrange meetings and travel/accommodation.
11. Provide support for meetings and events.
12. Type and distribute documents, letters, and reports.
13. Prepare materials for presentation and circulation.
14. Print and photocopy materials.



15. Process invoices, bookings, and orders.
16. Order materials through procurement systems.
17. Monitor and manage shared mailboxes and work trays.
18. Arrange and manage the supply of hired vehicles.
19. Responsible for the loaning of equipment, ensuring items are issued, tracked, maintained, and returned in line with organisational procedures and service needs.
20. Responsible for managing the day-to-day handling of petty cash and AllPay Cards, ensuring accurate tracking, secure handling, and compliance with the council's financial procedures.
21. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
22. Where the post is based within the Children's Services Directorate, responsibility for promoting and safeguarding the welfare of children and young people.

Key Responsibilities (Level 2 posts):

In addition to the above, key responsibilities for Level 2 post holders include:

23. Analyse and evaluate data to produce reports.
24. Assist with budget administration and financial monitoring.
25. Develop and maintain a variety of office systems (electronic and paper-based).

Key Responsibilities (Level 3 posts):

In addition to the above, key responsibilities for Level 3 post holders include:

26. Provide supervisory responsibility for Level 1 and/or 2 post holders within the designated team.
27. Post holders will be expected to manage conflicting demands on a daily basis.

Key Responsibilities (Level 4 posts):

In addition to the above, key responsibilities for Level 4 post holders include:

28. Line management responsibility for Level 1, Level 2 and/or Level 3 post holders within the designated team.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



Progression in post

Progression to Level 2:

Subject to review and agreement with the line manager, progression to Level 2 / Grade 6 is dependent upon: the relevant business needs/requirements, the post holder meeting the Level 2 criteria set out in the job description and person specification and is vacancy dependent.

Progression to Level 3:

Subject to review and agreement with the line manager, progression to Level 3 / Grade 7 is dependent upon: the relevant business needs/requirements, the post holder meeting the Level 3 criteria set out in the job description and person specification and is vacancy dependent.

Progression to Level 4:

Subject to review and agreement with the line manager, progression to Level 4 / Grade 8 is dependent upon: the relevant business needs/requirements, the post holder meeting the Level 4 criteria set out in the job description and person specification and is vacancy dependent.

Supervision and management

Reporting to: Appropriate manager as specified in the context statement

Responsibility for:

- **Level 1 and Level 2 posts:** no supervisory or line management responsibility
- **Level 3 post:** supervisory responsibility for Level 1 and/or Level 2 post holders within the designated team.
- **Level 4 post:** line management responsibility for Level 1, Level 2 and/or Level 3 post holders within the designated team. Direct reports may be permanently based at a different work location(s) from the post holder. For Level 4 posts, in addition to the key responsibilities, as a people manager you will also:
 - Lead and manage team dynamics and performance by setting clear expectations, providing regular feedback, and ensuring high-quality delivery through effective quality assurance practices.
 - Create an inclusive and supportive team environment that ensures continuous learning, professional development and good wellbeing, aligning to the council plan priorities, people and culture strategy, and responsibilities set out within our people management policies and requirements.
 - Lead and champion opportunities for service improvement, innovation and change by taking accountability for its successful implementation, ensuring team members are engaged, motivated, and supported throughout transitions, whilst role modelling new ways of thinking and working.

Other factors

29. Travel to alternative locations may occasionally be required to support external meetings.



30. Some of the duties of this post involve the management of the supply of hired vehicles and the order of materials through procurement systems.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum NVQ level 2 standard/5 GCSEs, including English and Maths, at Grade C/4 or above with good standards of literacy, numeracy and accuracy or evidence of equivalent skills level	Application form
Experience	
2. Experience of working in an administrative role and within a team to deliver measurable outcomes	Application form
3. Experience of communicating with elected members, colleagues, members of the public and other stakeholders face-to-face and via telephone, letter and email	Application form
4. Experience of handling sensitive and confidential information	Application form
5. Experience of supporting meetings including preparation of agendas and minute taking	Application form
6. Experience of maintaining data management systems and spreadsheets	Application form
7. Experience of using a range of IT systems, including Word, Excel, email and databases	Application form
8. Level 3 post: Previous experience of supervising staff	Application form
9. Level 4 post: Previous experience of line managing staff	Application form
Knowledge	
10. Knowledge of a range of IT systems, including Microsoft 365 applications including Word, Excel, Powerpoint, Email and databases	Application form Interview Assessment
11. Knowledge of office practices and computerised systems	Application form Interview Assessment
12. Level 2, 3 & 4 post: Knowledge of financial processes	Application form Interview Assessment
13. Level 3 & 4 post: Knowledge of AI/Automation	Application form Interview Assessment
Skills and abilities	
14. Good organisational skills	Interview Assessment
15. Good interpersonal skills	Interview Assessment
16. Good written/spoken English	Interview Assessment



17. The ability to prioritise conflicting work demands and have a flexible approach	Interview Assessment
18. The ability to follow agreed processes to ensure consistency is provided	Interview Assessment
19. The ability to produce high standards of accurate work and to work to deadlines in an adaptable manner	Interview Assessment
20. Ability to work independently and consistently within frameworks and procedures	Interview Assessment
21. Ability to build and sustain good working relationships	Interview Assessment
22. Ability to communicate effectively, orally and in writing	Interview Assessment
23. Ability to retain information and produce accurate/quality work	Interview Assessment
24. Ability to apply confidentiality to information handled	Interview Assessment
25. Ability to take accurate notes of meetings and produce minutes	Interview Assessment
26. Level 3 & 4 post: Ability to use AI/Automation tools	Interview Assessment
Our values	
27. Respect	Interview Assessment
28. Together	Interview Assessment
29. Accountability	Interview Assessment
30. Openness	Interview Assessment
31. Curiosity	Interview Assessment
Other	
32. To undertake training as required	Interview Assessment
33. A DBS check may be required – please refer to context statement	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
34. ECDL or equivalent IT qualification	Application form
35. NVQ2 or equivalent in Customer Services or Administration	Application form
Experience	
36. Previous experience of working in a large organisation or local authority	Application form
37. Previous experience in a similar function	Application form
38. Previous experience of customer care	Application form
39. Previous experience of financial administration/budget management	Application form



40. Level 3 post: Previous experience of managing staff	Application form
Knowledge	
41. Understanding of the work of local authorities	Application form Interview Assessment
Skills and abilities	
42. Ability to assimilate information rapidly	Interview Assessment

Approval

Manager's job title:

Date: August 2025

