



Job description			
Job title	Business Support Officer		
Grade	G		
Directorate	Resources		
Service/team	Democratic Services and Business Support / Business Support		
Accountable to	Business Support Team Leader		
Responsible for	Business Support Assistants		
JE Reference	A3895	Date Reviewed	July 2025

Purpose of the Job

- The provision of a professional, high quality, effectively managed Business Support Service to ensure that the service meets the priorities of all teams and is responsive to customer needs.
- To be the first point of contact for teams contacting Business Support for a diverse range of services.
- Respond to changing priorities in a fast-paced environment whilst continuing to meet the needs of all teams.
- Day to day decision making within fast paced services sometimes at short notice to ensure that the Business Support function operates effectively adapting to unpredicted situations.
- Ensure that the Business Support team strives for continuous improvement and accepts new services as they are introduced.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

- To manage and develop staff employed in the Business Support Service including - Business Support Assistants and Apprentices. This includes involvement at the recruitment stage, induction of new staff, My Time meetings, sickness absence management in accordance with HR policies and service standards, training, allocation and redirection of work, co-ordination of staff allocation across all areas of the organisation and different areas of activity.



- Working to ensure that all Business Support staff are integrated to meet customer needs.
- Review and develop Business Support Assistants on a regular basis to ensure they have the knowledge and skills necessary to support all teams.
- Have a good knowledge and understanding of all aspects of work undertaken within the Business Support Service including the technical elements of processes that the BSA's are involved in
- The development and maintenance of process maps and guidance notes for all areas of work to support the training of staff and for contingency purposes in line with business continuity.
- Analyse service specific data, produce reports and present in agreed format as required.
- Development of effective working relationships with managers including ad hoc and planned Client Liaison Meetings, working in a client-centric culture.
- Develop a rota of note-takers made up of fully trained Business Support Assistants for statutory and service specific meetings working in accordance with service level agreements. Attend meetings as a note taker if required as well as to provide contingency within the service.
- Provide support to other areas of the organisation at times of peak demand i.e. postal votes, elections support, inspections etc.
- Work consistently and cooperatively with other BSOs to ensure continuous management of BSAs in times of absence.
- Comply with all the Council's Financial and Contract procedure rules as appropriate.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.



- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.