

## Job Description

<b>Job Title</b>	Business Support Officer (part time 20 hours per week)
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Merseyside Sports Partnership (MSP)
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£31,022 to £35,412 (pro rata)
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A10288

## Job Purpose

MSP support the creation of a better life for the people of the Liverpool City Region through movement, physical activity and sport. We are looking for someone to support the organisation to be the best that they can be.

Facilitating the efficient functioning of MSP by ensuring the environment, equipment and systems enable the smooth running of the team.



Providing high quality business administration support around meetings, events and workflow management.

Supporting the Finance, Compliance and Operations Officer with finance functions such as raising purchase orders and submitting invoices when required.

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Finance, Compliance & Operations Manager (FCOM)

### **Main Areas of Responsibility:**

- Supporting the FCOM in the management of office accommodation in line with Liverpool City Council Financial Procedures, which includes but not exhaustive of contracts, IT, mobile phones, health, and safety
- Planning, organising and coordinating meetings and events (online and face to face) including booking venues, sending invitations, organising and preparing agenda's, collating and distributing papers, taking and distributing minutes. Attendance at these events, ensuring that the whole process runs smoothly and that every administrative aspect is covered
- Acting as the first point of contact for telephone, email and website enquiries, providing information or redirecting as necessary
- Maintaining adequate office supplies, taking responsibility for stock monitoring and ordering
- Supporting the preparation of reports, presentations and other administrative materials as required by the team
- Supporting the organisation in continuing to achieve high levels of Governance and Compliance

- Supporting the organisation to comply with regulations, data protection and quality standards, such as Safeguarding, Equality and Health and Safety
- Supporting the gathering of data and information from across the MSP network that will provide intelligence to support planning and strategic decision-making
- Providing confidential day-to-day HR support, including policy changes, coordinating new employee inductions and maintaining annual leave records
- Performing support duties related to the processing of information, progress chasing of documentation and maintaining multiple filing systems
- Adhering to defined business standards, ensuring confidentiality, safeguarding, and compliance with Liverpool City Council policies and procedures, including information governance requirements
- Identify opportunities for MSP to improve operational effectiveness, efficiency and delivery of service

## **Supervision and Management Responsibility:**

- No supervisory or line management responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's and MSP's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitoring financial performance, deliver within budget and seek savings and efficiencies where possible and alert FCOM of variances

## **Social Value Responsibility:**

- Driving for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- You will be required to sit stationary and use a computer for sustained periods of time

## **Corporate Responsibility:**

- Contributing to the delivery of the Council Plan and MSP's strategy
- Delivering and promoting excellent customer service, externally and internally
- Committing to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council and MSP a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Three GCSEs at grade 9-4/A\*-C including Maths and English or equivalent (A)

### Desirable

- To have achieved or be working towards a business administration or other recognised professional qualification directly aligned to the requirements of the role

## Experience

### Essential

- Experience in general administrative and office management duties (A,I)
- Experience of arranging a variety of meetings, preparing agendas, arranging venues, circulation of pre agenda items, taking and distributing accurate minutes and outcomes from meetings (A,I)

### Desirable

- Experience of using corporate financial accounting software packages e.g. SAP



- Experience in the procurement of goods and services including the raising of purchase orders and paying invoices
- Experience or knowledge of Google Workspace tools e.g. mail, drive and sheets

## Skills/Abilities

### Essential

- Self-motivated: Able to use own initiative and work with limited supervision, actively problem solving and implement solutions in a focussed and positive way while understanding the need to consult with line manager on occasions (A,I)
- Good numeracy skills - able to calculate/check/produce figures/statistics where required (A,E,I)
- Demonstrate a good methodical approach to tasks with the ability to pay close attention to detail with a strong sense of ownership and accountability (A,E,I)
- Ability to communicate effectively both orally and in writing in a manner, which is clear, fluent, jargon-free and readily understood by colleagues and customers at all levels (A,E,I)
- Good organisation skills with the ability to manage time and own workload, taking responsibility for completing tasks accurately within timescales (A,I)
- Effective IT skills with ability to confidently use different systems including Google Workspace and Microsoft Office, to produce documents, presentations, reports and emails and to input and retrieve data and information from these systems (A,E,I)
- Ability to contribute to a team working environment, demonstrating a flexible and collaborative approach and a clear understanding of team working (A,I)

## Desirable

- Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team
- Ability to handle confidential and/or sensitive information with appropriate discretion

## Commitment

### Essential

- A strong team player able to work flexibly and support colleagues with specific projects or tasks to meet the needs of the organisation (A,I)
- Willingness to travel across the Liverpool City Region and work occasional evenings or weekends if required (A)
- A commitment to training and taking ownership for self-development (A)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council and MSP

## Other

### Essential

- Full UK driving licence or ability to travel independently across the region (A)
- Flexibility to adapt to changing priorities and a dynamic operating environment (A)