

## Job Description

<b>Job title</b>	Business Services Support Officer
<b>Reports to</b>	
<b>Location</b>	Cardiff
<b>Payband</b>	1
<b>Security Clearance Required</b>	BPSS

<b>Job description</b>
<b>Job Purpose</b>
<ul style="list-style-type: none"> <li>• Support the Head of Business Services in the delivery of an effective, efficient customer focussed service for the organisation</li> <li>• Provide an effective bilingual reception service (Cardiff based) and request handling service</li> <li>• Advise and assist staff on policy and procedure, and provide support in one or more functional disciplines (outlined under main duties)</li> </ul>
<b>Main Duties</b>
<ul style="list-style-type: none"> <li>• Provide an effective bilingual reception, call handling and visitor receiving service (Cardiff)</li> <li>• Provide effective customer focused administrative services to the business e.g., travel and accommodation bookings, purchasing and stationery, restocking supplies, new starter support, vehicle document checks, printing, postal and courier service and ad hoc requests</li> <li>• Provide office administration and meeting rooms/desk management and setup support</li> <li>• Support to projects and business as usual initiatives and activities covering: <ul style="list-style-type: none"> <li>- facilities management - accommodation and estate review support, parking queries, planned preventative maintenance and reactive support and supplier liaison</li> <li>- health and safety administrative support for initiatives including training and awareness raising, signage, etc.</li> <li>- carbon reduction and sustainability support including day to day management of the environmental management system, performance measurement and accreditation support, and reporting support, and support sustainability initiatives</li> <li>- procurement support – transactional purchasing activity e.g. online orders, purchase orders, obtaining quotes, support to compliance activity, support tendering and contract management</li> <li>- records management support for projects including archiving and destruction reviews</li> <li>- business continuity administration support to general administration of documentation</li> </ul> </li> </ul>
<b>Key Results Areas</b>
<ul style="list-style-type: none"> <li>• Be an effective ambassador for Audit Wales with all external visitors and with staff</li> <li>• Provide efficient quality support to a range of projects and functional disciplines</li> <li>• Develop and maintain knowledge and experience in core functional areas</li> <li>• To act as a role model for the values and behaviours of the Audit Wales</li> </ul>

## General

### Our Values and behaviours

Our values and behaviours define the way we work and how we work together to achieve our goals. All our people are fully committed to demonstrating our values and behaviours, so we can work effectively with each other and make good decisions. They help us be the best we can be and ensures that we've got the right skills and experiences in the right place. Our values and behaviours are designed by staff to help increase the diversity of our workforce and developing a coaching culture to ensure thriving conditions for organisational success.

Post holders must contribute fully to nurture a positive culture and to help us grow by living our values and behaviours.

### Confidentiality and Information Security

The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate or client in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation (Data Protection Act) and Audit Wales Disciplinary Policy.

### Equality

The Public Sector Equality Duty in Wales places a positive duty on public bodies to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. Audit Wales is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

### Health and Safety

All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

### Security Checks

All employees are subject to baseline security checks as part of their pre-employment check. These checks include proof of identity and qualifications.

### Dignity at Work

The organisation condemns all forms of bullying and harassment and actively promotes a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Senior Manager within the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be investigated under Audit Wales Dignity at Work Policy.

### Welsh Language

## General

We value the importance of the Welsh language in our work and aim to provide a bilingual service to everyone who wants to use it. We would therefore like to especially encourage applications from individuals that have Welsh language skills to help us meet this aim.

All job descriptions will detail whether the ability to speak Welsh is an essential or desirable requirement.

If successful and you do not currently have Welsh language skills, we can support you in learning Welsh if this is your wish.

## Person Specification

Requirement	Essential or Desirable
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### 1. Qualifications

1.1 At least 5 GCSE or equivalent	Essential
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1.2 A levels or equivalent relevant experience	Desirable
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### 2. Skills and abilities

2.1 Knowledge of switchboard systems (or call handling)	Essential
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2.2 Proficient in use of Microsoft Office	Essential
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2.3 Use of electronic database, booking systems, and internet purchasing	Essential
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2.4 Able to communicate information clearly verbally and in writing	Essential
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2.5 Good organisational skills and ability to juggle demands on time	Essential
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2.6 Able to develop and maintain positive and professional working relationships withing Audit Wales and external contacts	Essential
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2.7 Adaptable to changes in requirements (enabling backfill cover)	Essential
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2.8 Good attention to detail	Essential
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2.9 Good negotiation skills for purchasing goods and services	Desirable
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2.10 Able to think on their feet to resolve unexpected problems satisfactorily	Desirable
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### 3. Experience

3.1 Experience of working in a bilingual environment, including provision of a bilingual reception service and/or bilingual call handling	Essential
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3.2 Experience of facilities projects, maintaining stocks, postal services, and day to day office, meetings management and bookings	Essential
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3.3 Experience of maintaining spreadsheets, document review, and compliance checks e.g., environmental, vehicle, assets, etc	Essential
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3.4 Experience of archiving and records management support including maintaining documents and records, and reviews	Desirable
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3.5 Experience of working productively with team members to maintain positive relationships	Essential
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3.6. Experience of booking systems, online ordering, purchase to pay systems, stock control, and support to budget management	Essential
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3.7 Experience of supporting business continuity initiatives	Desirable
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3.8 Experience of minute or note taking and general project support	Desirable
3.9 Experience of procurement support to tendering, specification, etc	Desirable
<b>4. Personal attributes</b>	
4.1 Sufficient pace of work to ensure tasks are completed to agreed budget, timescale, and quality standards	Essential
4.2 Monitor, plan, and programme work to ensure resources used efficiently	Essential
4.3 Work productively with team members and colleagues to develop and maintain user friendly business services	Essential
4.4 Flexible and adaptable in changing environments with a commitment to teamwork and cooperation.	Essential
4.5 Pleasant, helpful, and professional manner	Essential
<b>5. General</b>	
5.1 Self-aware and a role model for the Audit Wales values and behaviours	Essential
5.2 Ability to work flexibly and, if necessary, outside of normal office hours*	Essential
5.3 An awareness and a commitment to equality and diversity.	Essential
5.4 An awareness and commitment to the arrangements for health and safety	Essential

<b>Welsh Language Skills</b>		
<b>Skill area</b>	<b>Essential</b>	<b>Desirable</b>
<b>Speaking &amp; Listening</b>	<p>Welsh reception – Greet others over the phone with a Welsh greeting and converse in the persons language preference.</p> <p>Greet others over the phone or in person with a simple Welsh greeting and sensitively forward a call to a Welsh speaker when appropriate.</p>	<p>Listen to Welsh conversations and contribute in Welsh, except for technically complex matters.</p> <p>Listen to Welsh medium meetings, discussions and phone calls on simple matters, but contribute in English for more technical and complex matters.</p>
<b>Reading</b>	Use translation software (as required) to get the grasp of simple correspondence with understanding of its limited capability.	Read Welsh medium news articles, short reports and social media to develop knowledge in a field.
<b>Writing</b>	<p>Welsh reception – respond in Welsh to all requests received in Welsh</p> <p>Update documents and correspondence with Welsh dates and other generic terms.</p>	<p>Ability to draft short letters, reports, and social media content in Welsh, using software where unclear</p> <p>Write simple correspondence and social media content in Welsh with the assistance of Welsh spelling and grammar check.</p>

\* Reception services are provided outside standard business hours, occasional work outside business hours also required for facilities projects and meetings support