

JOB PACK

Business Support Officer

Location: Flexible

Contract: Permanent, full-time or part-time

Salary: £26,403 - £28,598



ABOUT US

Veritau provides assurance services to local authorities, schools and other public sector clients, helping our clients to operate effectively, mitigate risks and comply with laws and regulations.

Our main services include internal audit, counter fraud, information governance and risk management. We're owned by our member councils, meaning our work sits at the heart of the public sector. Our main offices are in York, Northallerton and Leicester, but we provide services across the country. Many of our employees have adopted a hybrid working approach, spending some time at home and some in the office.

"Veritau" comes from the Latin for "truth"; we pronounce it "Veri-toe".



Established in
2009



700+ public
sector clients



100+ staff
members



UK-wide client
base



Training/development
opportunities

Veritau has been recognised as an Investor in People since 2011.

We are also signed up to the Good Business Charter, an accreditation that seeks to raise the bar on business practices for employees, the environment, customers and suppliers.

We are an accredited Living Wage Employer. We strongly believe that a hard day's work deserves a fair day's pay and are proud to show our commitment to ensuring everyone can earn enough to live on.

We are registered with the Disability Confident scheme and encourage applications from disabled people. We are committed to an inclusive recruitment process and working environment.

We have signed the Armed Forces Covenant, demonstrating our commitment to ensuring the fair treatment of those who serve or have served in the Armed Forces, and their families.

We're proud to be one of the first local authority related organisations to receive accreditation as a Living Pension Employer, demonstrating our commitment to providing fair and sustainable pension benefits to our employees.



INVESTORS IN PEOPLE
We invest in people Standard

"Veritau is a successful and growing business, providing important services to our public and charity sector clients.

Whether you're starting your career or looking to advance, we can offer flexible working, a range of benefits and opportunities to gain new skills".



Max Thomas
Chief Executive

OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected uphold and demonstrate these values.



WORKING TOGETHER

Working together to help our clients deliver excellence



HONESTY & INTEGRITY

Embodying the principles of honesty and integrity



CHAMPIONING INNOVATION

Championing innovation to help achieve the best outcomes for our clients and adapt to change



INVESTING IN OUR PEOPLE

Investing in our people to help them succeed and deliver outstanding services

BENEFITS

Our employment package includes membership of a generous pension scheme and 28 days annual leave plus bank holidays, rising to 30 days after five years continuous service. We also offer flexible working arrangements. You can work from any of our offices or adopt a hybrid working approach subject to the needs of the business. You can also purchase up to 30 days additional leave.

Employees can also access a range of benefits including leased car and cycle to work schemes, health and wellbeing support (including Mental Health First Aiders, a Neurodiversity Buddy System and Menopause Champions), life assurance and injury cover (24 hour worldwide cover), support for moving house and interest free loans for public transport season tickets and driving lessons.

THE ROLE

We're looking for an **Business Support Officer** for the provision of general business and administrative support to staff in Veritau.

This will include arranging appointments, receiving and sorting post, data input, obtaining information from various systems, producing performance statistics, managing and indexing files, photocopying and printing reports.

Salary: £26,403 - £28,598 (band 2) plus 3% performance related pay.

Location: Flexible - you can work from any of our offices or adopt a hybrid working approach. You may be required to attend our offices for meetings and training events, visit client offices or other premises, and undertake other client related activities. During the induction period, we will expect employees to work in one of our main offices for a number of days. This is to support training and learning, and to provide you with the opportunity to meet other team members.

Reporting to: Chief Executive / Deputy Chief Executive

Contract: Permanent, full-time or part-time (37 hours p/w, flexible hours)



JOB DESCRIPTION

Main purpose of job

To be responsible for the provision of general business and administrative support to staff in Veritau. This will include arranging appointments, receiving and sorting post, data input, obtaining information from various systems, producing performance statistics, managing and indexing files, photocopying and printing reports.

Key tasks and responsibilities

Specific duties will depend on the office base, but may include the following:

To assist in the maintenance of the internal audit, counter fraud and information governance applications used by Veritau.

To act as a first point of contact for general enquiries to Veritau.

To receive, sort and distribute incoming post. To respond to telephone queries and e-mails from clients and external agencies.

To update relevant financial records, management information systems and databases.

To contribute to the preparation of financial and performance management reports.

To support the recruitment of employees and to maintain staff records, including details of new starters, leavers and sickness absence information.

To coordinate the circulation of staff and customer satisfaction surveys, and to analyse the results.

To assist with the collation and submission of information and data to the external auditors and other agencies.

To scan documentation on behalf of staff in Veritau.

To maintain and periodically check inventory records.

To arrange the supply and storage of stationery and ordering of other goods and services.

To organise team meetings and, where necessary, to take minutes.

To provide other general clerical and administrative support as required

To promote the awareness and status of the services provided by Veritau to each client.

Initiative and independence

The post holder must be able to show initiative and tact when dealing with correspondence and responding to general enquiries.

The post holder also has to show an appreciation of the different aspects of service provided by Veritau particularly when developing and/or maintaining management information systems.

Many of the tasks undertaken by the post holder involve receiving and processing confidential and sensitive data and information. The post holder must therefore ensure that all information is treated with care. Any unauthorised disclosure of information may breach legislation and/or be detrimental to the reputation of Veritau and/or its clients.

Communication

The post involves regular contact with managers and staff within Veritau, officers from external clients and members of the public. The post may also involve contact with staff from other agencies.

Demands

The post holder is in control of their own workload. The pattern of work will vary. Some work is to planned deadlines whilst other work is to satisfy urgent deadlines. The post holder must be able to prioritise tasks appropriately.

There are no specific risks associated with the post. There is the possibility of some stressful contact with the public.

Responsibility for resources

There are no staff reporting to the post holder and no supervisory responsibility.

Competencies

See competency profile for post.

Work environment

The post holder will work in a normal office environment.

Health and safety responsibilities

The post holder will need to comply with the requirements of health and safety legislation.

Equalities

The post holder will need to:

- ▲ ensure services are delivered in accordance with the aims of the company's Equality Policy Statement
- ▲ assist in achieving service equality objectives
- ▲ take opportunities to develop their own understanding of equality issues

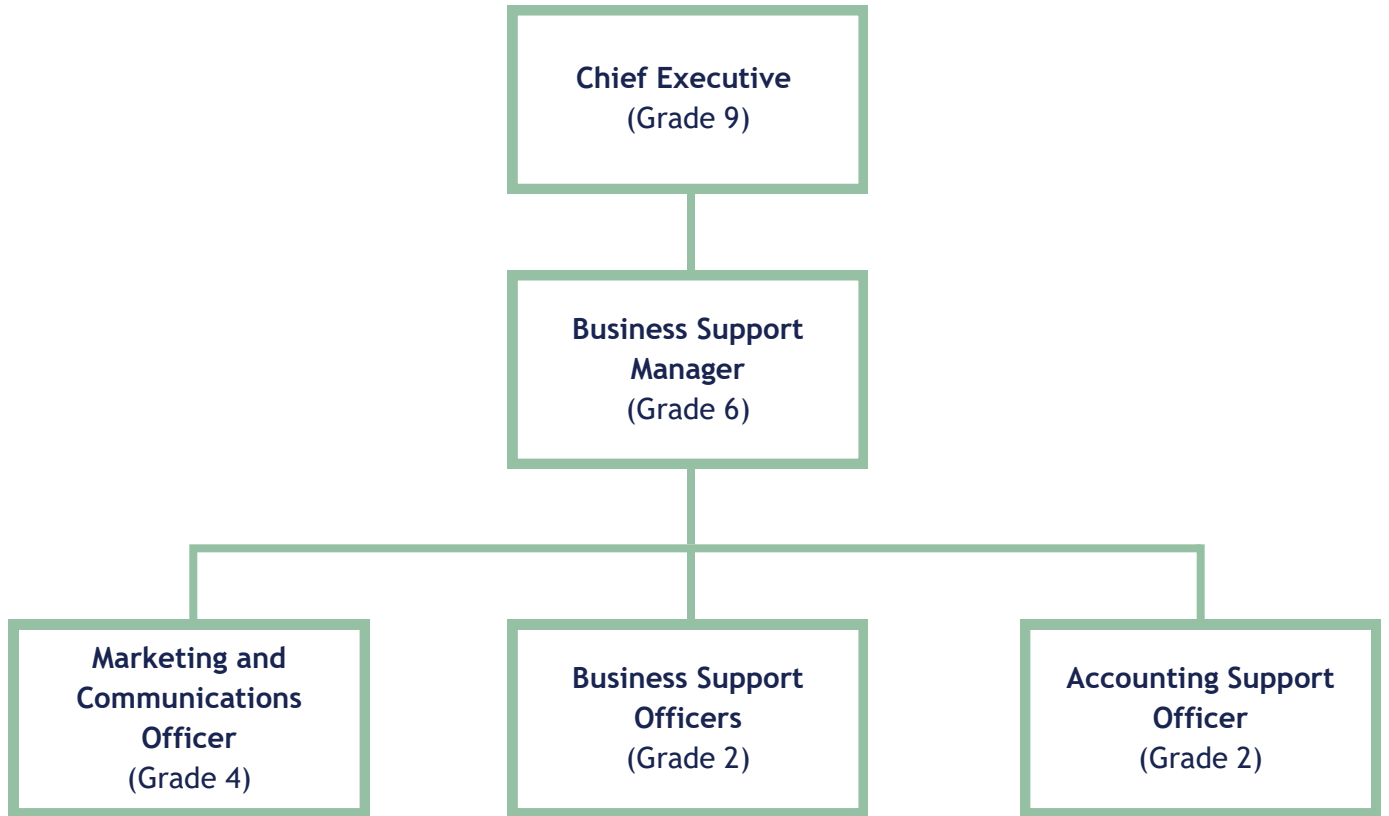
Responsibility and company policies

Veritau is a dynamic organisation, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with the company's Policies and Procedures.

In relation to Data Protection, Information Security and Confidentiality, all staff are required to comply with the company's policies and supporting documentation in respect of these issues.



TEAM REPORTING STRUCTURE



PERSON SPECIFICATION

OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected uphold and demonstrate these values.

- ▲ **Working together** to help clients deliver excellence
- ▲ Embodying the principles of **honesty** and **integrity**
- ▲ **Championing innovation** to help achieve the best outcomes for our clients and adapt to change
- ▲ **Investing in our people** to help them succeed and deliver outstanding services

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Qualifications and training			
Minimum 5 GCSEs (at A-C) or equivalent (RQF level 2) including English Language & Maths	✓		2,5
Education to RQF level 3 or above (A-level or equivalent)	✓		2,5
Education to RQF level 6 or above (degree level qualification); or equivalent specialist knowledge		✓	2,5
Experience			
Working in an office environment	✓		2,4
Local Government experience or similar public sector experience		✓	2,4
Skills and knowledge			
Basic understanding of the role of internal audit, counter fraud and information governance		✓	2,4

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
Skills and knowledge (Cont.)			
Interpersonal and communication skills (verbal and written)	✓		2,3,4
Numerical and analytical skills	✓		2,3,4
IT skills	✓		2,3,4
Neatness and accuracy of work	✓		2,3,4
Team working	✓		2,4
Record keeping	✓		2,4
General clerical and administrative skills	✓		2,3,4
Ability to manage own time/work to deadlines	✓		2,4
Personal Qualities			
Customer focus	✓		2,4
Outgoing, enthusiastic and self-motivated	✓		2,4
Willing to work with others in a team environment	✓		2,4
Good interpersonal skills	✓		2,4
Ability to work without close supervision	✓		2,4

RQF - Regulated Qualifications Framework

Assessment:

1. Test prior to shortlisting (ie all applicants)	2. From application form
3. Test after shortlisting	4. Probing at interview
5. Documentary evidence	6. Other

HOW TO APPLY

You can apply directly on our website at www.veritau.co.uk/careers using the application form. You will be asked to provide personal details, education and qualifications, employment history, and a supporting statement.

You can save progress on your application form and enter your email address to receive a link to complete it at a later date. This link will expire after 30 days, or when the vacancy closes.

We do 'blind applications' meaning that the team who sift application forms will not be able to see personal details or equality monitoring data.

EQUALITIES, DIVERSITY AND INCLUSION

Veritau is committed to creating a workplace where everyone feels welcome, valued, and respected. We encourage applications from all qualified individuals. We believe that equality, diversity and inclusion are essential to our success, and we are committed to providing equal opportunities to all candidates.