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|-----------------------------------------------------------------|-------------------------------------------------|---------------------------------|-------------------|
| <b>Job Title</b>                                                | <b>Business Support Officer</b>                 |                                 |                   |
| <b>Evaluation Number</b>                                        | <b>4899</b>                                     | <b>Date of Job Description</b>  | <b>16/07/2026</b> |
| <b>Post Number</b><br><small>on the organisation chart</small>  | <b>NMB005</b>                                   | <b>Line Manager Post Number</b> | <b>4SAA02</b>     |
| <b>Accountable to</b><br><small>Manager's Job Title</small>     | <b>Business Development and Support Manager</b> |                                 |                   |
| <b>Department</b>                                               | <b>North and Mid Wales Trunk Road Agent</b>     |                                 |                   |
| <b>Service</b><br><small>Unit / Team / Area</small>             | <b>Business and Statutory Operations Unit</b>   |                                 |                   |
| <b>Location</b><br><small>And the Post Code if relevant</small> | <b>Aberystwyth/Llandrindod</b>                  |                                 |                   |

## Purpose of the Post

- Ensure that the people of Gwynedd are at the heart of everything we do.
- To provide an effective business support to the agency.
- To provide support for unit and senior managers
- To be the first point of contact with the WG and the public with regards to any queries, correspondence and complaints and to manage and facilitate efficient and effective responses and managing the IRIS system to ensure queries are responded to by the set target dates.
- Assisting with CCTV footage on behalf of WG/NMWTRA
- On Call Rota – Manage the on-call rota.

## Responsibility for functions e.g. staff, budgets, equipment

- Maintaining inventory of stocks of office supplies.
- Management of PPE issued to staff at the office in which the post is located.
- Own Laptop and spare resilience laptop
- Support the management of the agency credit card
- Responsible for supporting the Agency's databases e.g. SharePoint including the Agency Fleet Management database, TENSOR Time Recording and MODs Training Database

## Main Duties

**To provide support to senior managers and provide effective business management function and support for the area in which the post is located or at other Agency offices.**

To provide Business support to Managers and staff by:

- Providing meeting business support services for a range of technical and managerial meetings including arranging meetings, inviting representatives, booking venues and minute taking to a high level of proficiency.
- Providing office support for the agency.
- Being the initial point of contact with the WG and the public with regards to any queries and correspondence and to manage and facilitate efficient and effective responses within set timescales.
- Provide business support for the booking of meeting rooms and vehicle bookings
- Dealing with complaints and enquiries in a polite and courteous manner and providing site inductions to staff and visitors.
- Providing all staff with ID passes.
- Managing the NMWTRA enquiries mailbox and log all enquiries/responses within the Welsh Government Public Enquiries Management database
- Managing the admin, purchases, training, and vacancy mailboxes: managing emails received in all inbox to ensure that the emails received are dealt with quickly and efficiently.
- Ensuring that any outstanding enquiries are dealt adhering to the current process. Liaising closely with staff to provide responses to the public and WG within the given timeframe..
- Managing Office consumables and the allocated budgets for office stationary.
- Creating Purchase Orders and forward to relevant parties.
- Support the management of the agencies credit card i.e. chase VAT invoices, ensure all credit card purchases are noted on Sharepoint, and monitor the spend on a weekly basis.
- Assisting with the NMWTRA Invoices and monitoring the mailbox and process adhering to procedures.
- Issuing the weekly On-Duty Rota to all relevant parties.

## Main Duties

- Arranging and booking accommodation for staff using the relevant credit card process.
- Creating and publishing NMWTRA Canva flyers, Staff Announcements and Teams announcements for the agency.
- Manage the Development Control inbox, uploads the documents to the Business management section of Sharepoint, chase responses from the responsible person, and prepare correspondence for the WG.
- Responsible for monitoring the CCTV on behalf of WG/NMWTRA the CCTV footage- Reviewing CCTV footage for Menai Suspension Bridge and forward to WG/NMWTRA and the Police
- Responsible for the On Call Rota – Administering the On Duty Rota, update information on a weekly basis and Issue every Thursday, and amendments are done as and when notified.

## Fleet Management

- Responsible for managing the Agency vehicles fleet booking system.
- Manage the arrangement of vehicle safety checks, services and MOTs and liaising with relevant staff to ensure that all vehicles are taken on the scheduled date.
- Manage the fleet asset database in conjunction with the SLA including the
- Manage pool vehicles, this includes updating the vehicle booking system with who is using the vehicle and ensure the key are issued and returned.
- Manage the compliance and completion of the yearly Annual Medical Declaration and update Gwynedd Fleet system.
- Manage the DAVIS Driving Licence system- inputting employee details, checking the status of staffs driving licence, and raising any issues or concerns with staff members. Advise staff members if there is an address mismatch and inform staff if the photocard is about to expire.

## HR Functions

- Maintain the **NMWTRA Employee checklist** to ensure that all documents have been completed and returned.
- Manage the **sickness/Leave/TOIL function via Tensor**. Ensuring staff sicknesses are recorded as per the Policy,
- **Managing absenteeism** –the daily sickness reports and ensuring it matches Cyngor Gwynedd's SSG system.
- Supporting and training staff members with the SSG system this includes how to record staff sickness, submit subsistence allowances, how to short list interviewees.
- Manage the onboarding support for new employees.
- Create and publish job packs for vacancies
- **Staff Performance Review** – Ensuring appraisals are undertaken yearly by Line Managers and arrange calendar dates/invites to staff on behalf of Line Managers and ensuring that all documents are uploaded securely to SharePoint.
- Arrange interview packages to Managers (JD/PS/interview questions)
- Issue post offer letter requesting documentation to assist with completing TR139 from
- Check accuracy of contracts prior to issue to new appointees
- To support Agency Apprentices Programme
- To support and assist the Agency at recruitment seminars and organise NMWTRA recruitment drives.
- Provide guidance on the day to day use on the TENSOR system to staff and how to correctly follow the process, carry out the registration process and any amendments that cannot be actioned for technical reasons by the Line Manager, ensuring staff sickness are recorded, provide monthly reports to Senior Line Managers to ensure that the formal procedures on managing staff absenteeism are followed.
- Assisting the Administration and Staff Development Manager in producing and delivering training programmes, staff induction packs, interviews, uploading relevant certificates to SharePoint.

## Wellbeing

- Assist in the promote initiative for improving staff health and wellbeing, being available for staff that would benefit in a confidential chat to assist with their mental wellbeing.

## Communication

- Supporting and co-ordinating agency projects relevant to the Senior Management Team

## Training

- To assist on the development of the Agency competency and training requirement database.
- To assist with Agency managers in order to establish a training requirement needs programme
- To assist with all aspects of staff training procurement and delivery
- To assist with the facilitation of training programmes to support staff development and technical and professional training requirements.
- To assist with identify, commission and manage training providers in accordance with financial regulations to include comparing costs, completing RFQ forms, and requesting quotations.
- To assist with the training requirements arising from the appraisals.

## Main Duties

- To assist the performance of training providers and implement corrective actions to address poor performance.
- To assist competency accreditation for relevant staff ensuring necessary refresher training is implemented and recorded on individual training records
- To assist with the Health and Safety manager on training requirements for the whole agency i.e asbestos
- To assist MODS system and to promote its use with staff and audit for staff compliance.
- To assist with the agency's training matrix: ensure it is up to date and ensure the agency's training requirements meets their job roles

### Technical support

- Assisting in undertaking Audits
- Supporting the Business team in processing invoices
- Waste Transfer Notes – ensuring that all documentation is up to date at each office for audit purposes.
- Provide Tensor SSM and Tensor.net training
- IRIS PEM
- Accommodation booking app
- Power Bi
- Printers & Scanners
- Policy and Procedures system

To assist the Business Development and Support Manager in the fulfilment of his/her duties as required.

To communicate effectively and courteously with elected members, the public, members and officers of the Assembly and other external organisations and bodies.

To co-operate and liaise with staff from the Agency, other Departments of the Council, and Partner Authorities in order to promote the effective management of the Agency.

### Other Requirements

To co-operate and liaise with staff from the Agency, other Departments of the Council, and Partner Authorities in order to promote the effective management of the Agency.

To assist other Agency staff in fulfilling their technical, financial and administrative duties.

To communicate effectively and politely with elected members, the public, members and officers WG and other external organisations and bodies.

Undertake any other duties, which are commensurate with the post's level of salary and responsibility.

- Responsibility for self-development.
- Ensure compliance with Health and Safety rules in the workplace in accordance with the responsibilities noted in the Health and Safety at Work Act 1974 and the Council's Health and Safety Policy.
- Operate within the Council's policies in relation to equal opportunities and equality.
- Responsible for managing information in accordance with the Council's information management guidelines. Ensure that personal information is treated in accordance with Data Protection legislation.
- Commitment to reducing the Council's carbon emissions in accordance with the Carbon Management Plan, and to encourage others to act positively towards reducing the Council's Carbon Footprint.
- Undertake any other reasonable duty which corresponds to the salary level and responsibility level of the job.
- Responsibility to report any concern or suspicion that a child or vulnerable adult is being abused.

## Special Circumstances

e.g. the need to work unsociable hours, special working arrangements etc.

- Willingness to occasionally work outside normal working hours.
- Willingness to occasionally travel to other NMWTRA facilities within the agency Area

**The above indicates an outline of duties only, in order to give an idea of the level of responsibility entailed. This job description is not exhaustive in detail, and job duties may change from time to time without changing its fundamental nature and level of responsibility.**

To be completed by the post holder

|                             |  |      |  |
|-----------------------------|--|------|--|
| Signature<br>of Post Holder |  | Date |  |
|-----------------------------|--|------|--|

To be completed by the Council officer

|                                           |  |      |  |
|-------------------------------------------|--|------|--|
| Signature<br>of the Head of<br>Department |  | Date |  |
|-------------------------------------------|--|------|--|