

## Job Description

Job Title: Business Officer

Reports to: Housing First Service Manager

Grade: Scale 4

### Overall purpose of the job

To provide and own administrative support within the Service and where required across the organisation.

To contribute to the effective running of the office, setting up and maintaining systems and processes.

To support and liaise with customers on behalf of the service, in relation to service delivery or financial expenditures.

### Main accountabilities

|    | <b>Main accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <b>BUSINESS DELIVERY</b> <ul style="list-style-type: none"> <li>• Undertake daily activities as directed by the service</li> <li>• Provide flexible cover for other service when required</li> <li>• Adhere to business processes to achieve a quality and consistent service.</li> <li>• Share best practice</li> <li>• Support changes that impact the Business Support workforce</li> <li>• Ensure an accurate, confidential and effective service by maintaining systems and security of information in accordance with the policies and procedures of the County Council and relevant legislation</li> </ul>                                                                                                    |
| 2. | <b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>• Proactively deal, provide solutions and signpost incoming communication by liaising with staff, families and professionals to provide information, advice or support, as directed by the service.</li> <li>• Record, investigate and sensitively resolve customer enquiries, through to solution and referring complex matters to line manager for advice where appropriate</li> <li>• Support and advise teams and colleagues and impart knowledge and expertise</li> <li>• Provide constructive challenge as appropriate</li> <li>• Support the cultural change within Business Support</li> </ul>                                                |
| 3. | <b>TEAM SUPPORT</b> <ul style="list-style-type: none"> <li>• Support the service with organising, co-ordinating and where required minute meetings to ensure timely and appropriate action</li> <li>• Provide support to Services following correct processes</li> <li>• Support service/ teamwork activity, initiatives and events ensuring active participation</li> <li>• Gather data as requested by the service and where possible provide analysis</li> <li>• Report to the SBO on relevant issues relating to the business</li> <li>• Provide support to managers with self-service systems</li> <li>• Facilitate the service induction process</li> <li>• Undertake bookings relevant to the team</li> </ul> |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4. | <b>COMMUNICATION</b> <ul style="list-style-type: none"> <li>• Communicate messages clearly and appropriately</li> <li>• Attend team/ service meetings</li> <li>• Work with key partners such as LGSS and PCC as appropriate</li> </ul>                                                                                                                                                                                                                                                           |
| 5. | <b>FINANCIAL SUPPORT</b> <ul style="list-style-type: none"> <li>• Carryout/support all financial activities within service area</li> <li>• Reconcile spends against expenditure</li> <li>• Adhere to CCC financial policies</li> <li>• Support and help the service to manage and forecast year end expenditure</li> <li>• Actively promote cost affective expenditure in accordance with Council Budget requirements</li> <li>• Contribute ideas and efficiencies to deliver savings</li> </ul> |
| 6. | <b>GENERAL</b> <ul style="list-style-type: none"> <li>• Support audits, inspections, reviews and new operating systems as and when required</li> <li>• Advise and inform others on matters relating to own job or section or directorate</li> <li>• Work across the directorate as required.</li> <li>• Ability to travel.</li> </ul>                                                                                                                                                            |
| 7. | Demonstrate an awareness and understanding of equality, diversity and inclusion.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 8. | Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.                                                                                                                                                                                                                                                                                                                                                                                                             |
| 9. | <b>Safeguarding commitment</b> <i>(Include for roles involving work with children/vulnerable adults)</i><br>We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.                                                                                                                                                                                                             |

## Person Specification

### Qualifications, knowledge, skills and experience

| Qualifications Required    | Subject                                                                                         | Essential/<br>Desirable |
|----------------------------|-------------------------------------------------------------------------------------------------|-------------------------|
| GCSE                       | General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard. | E                       |
| IT Qualified               | CLAIT/IBT2/RSA/ECDL                                                                             | D                       |
| NVQ/or other qualification | Business Administration                                                                         | D                       |

| Identify                                                                                                  | Describe                                                                                                                                                     | Essential/<br>Desirable |
|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>Knowledge</b>                                                                                          |                                                                                                                                                              |                         |
| Demonstrable experience of working in a business support environment.                                     |                                                                                                                                                              | E                       |
| Some knowledge and understanding of any relevant legislation appropriate to key area of service expertise | Knowledge and understanding of GDPR, Data Protection                                                                                                         | E                       |
| Understanding of customer care principles                                                                 | Demonstrable track record of dealing with the public in a positive and sensitive way                                                                         | E                       |
| <b>Skills</b>                                                                                             |                                                                                                                                                              |                         |
| IT skills                                                                                                 | IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information | E                       |
| Good interpersonal, listening and communication skills                                                    | Evidence of ability to provide a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners.    | E                       |
| Good organisational and administrative skills                                                             | Able to plan and organise in the most effective way, managing own priorities and leading others.                                                             | E                       |

|                                                                                                    |                                                                                                                                                                                                      |   |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| <b>Experience</b>                                                                                  |                                                                                                                                                                                                      |   |
| Administrative experience                                                                          | Office administrative experience<br>Experience of working in an environment where attention to detail is very important.                                                                             | E |
| Experience of using spreadsheets, databases, word processors, and a range of computer applications |                                                                                                                                                                                                      | E |
| Record keeping                                                                                     | Ability to maintain accurate data.                                                                                                                                                                   | E |
| Experience of stakeholder working                                                                  | Experience in working across services and/or with external services                                                                                                                                  | D |
| Experience of working with financial systems and records                                           | Experience of working with finance systems and keeping accurate financial records                                                                                                                    | D |
| Experience of working in the local authority sector                                                |                                                                                                                                                                                                      | D |
| Equality, Diversity and Inclusion (applies to all roles).                                          | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.                                                                           | E |
| Net Zero (applies to all roles).                                                                   | Ability to contribute towards our commitment of becoming a net zero organisation.                                                                                                                    | E |
| Safeguarding (applies to all roles working with children/vulnerable adults)                        | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | E |

### Disclosure level

|                                                  |          |                                  |
|--------------------------------------------------|----------|----------------------------------|
| What disclosure level is required for this post? | None X   | Standard                         |
|                                                  | Enhanced | Enhanced with barred list checks |

### Work type

|                                                                                                                          |       |             |       |        |        |
|--------------------------------------------------------------------------------------------------------------------------|-------|-------------|-------|--------|--------|
| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | Hybrid<br>X | Field | Remote | Mobile |
|--------------------------------------------------------------------------------------------------------------------------|-------|-------------|-------|--------|--------|