**Job Description**

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| Job Title: Business Officer |
| Job number |
| 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**

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| --- | --- |
|  | **BUSINESS DELIVERY**   * Undertake daily activities as directed by the service * Provide flexible cover for other services when required * Adhere to business processes to provide a high quality and consistent service * Support changes that impact the business support workforce * 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. |
|  | **CUSTOMER SERVICE**   * Proactively deal with, provide solutions and signpost incoming communication by liaising with staff, customers and professionals to provide information, advice or support as directed by the service. * Deliver an efficient and customer focussed service, by processing and responding to incoming communication (post, telephone and internet), taking messages, copying and distributing information as necessary * Assist with enquiries from trainers, assessors and colleagues from teams that you support |
|  | **TEAM SUPPORT**   * Support the service with organising, co-ordinating and where required attend on the day support at events. * Provide support to services following the correct processes * Support service/team work activities, initiatives and events ensuring active participation * Gather data as requested by the service and where possible provide analysis * Be willing to work as part of a team to offer support and provide cover where necessary * Ensure an accurate, confidential and effective service by maintaining up to date electronic filing systems and security of information in accordance with the policies and procedures of the County Council and relevant legislation * Undertake general administrative tasks to support the service as required |
|  | **COMMUNICATION**   * Communicate messages clearly and appropriately * Attend team/service meetings * Work with multiple services within the education directorate * Provide support with multiple inboxes for the team |
|  | **FINANCIAL SUPPORT**   * Assist in the recording of accurate financial data using Excel * Adhere to CCC financial policies * Contribute ideas and efficiencies to deliver savings * Assist with raising Purchase Orders and paying supplier invoices and charging for services |
|  | **GENERAL**   * Support audits, inspections, reviews and new operating systems as and when required * Advise and inform others on matters relating to own job, section or directorate * Work across the directorate as required * Ability to travel to attend qualification training * Able to work on own initiative * Ensure understanding of core business of the Section. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| --- | --- | --- |
| **Qualifications Required** | **Subject** | **Essential/**  **Desirable** |
| **GCSE** | General Education to GCSE standard with an A-C grade in English and Maths or equivalent standard. | D |

Minimum levels of knowledge, skills and experience required for this job

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| --- | --- | --- |
| **Identify** | **Describe** | **Essential/**  **Desirable** |
| **Knowledge** | | |
| Understanding of customer care principles | Demonstrable track record of dealing with the public in a positive and sensitive way | D |
| Knowledge of effective communication principles | The ability to communicate using different mediums | D |
| **Skills** | | |
| IT skills | Basic understanding of windows and Microsoft packages | E |
| Good interpersonal, listening and communication skills | Able to communicate effectively with others | E |
| Good organisational and administrative skills | Able to plan, organise and prioritise your workload | D |
| Have an understanding of how to meet targets and deadlines | Able to prioritise workload to meet deadlines whilst maintaining good standards | D |
| Numeracy | Ability to work with financial and numerical information | E |
| Resilience | Ability to work in a challenging and demanding environment | D |
| Positive approach to change | Able to approach change positively | E |
| Committed to ongoing personal and role development | Will be able to evidence personal development | D |
| **Experience** |  |  |
| Experience of using spreadsheets, databases, word processors, and a range of computer applications | Basic experience of Excel and other Microsoft packages | E |
| Record keeping | Ability to maintain accurate data | E |
| Communication | Ability to communicate both verbally and written | E |

**Disclosure level**

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

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| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible) | Fixed | Flexibleü | Field | Home |

**Work type**