

Job Description

Job Title: Senior Business Officer

Job number

Grade Scale 6

Responsible for managing the Business Support workforce, ensuring day to day activities undertaken with the Service

Build relationships between the service/team and Business Support

Gathers and analyses information and makes recommendations for service improvement

Embeds the use of IT systems in the workplace

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

Main accountabilities	
1.	BUSINESS CO-ORDINATION <ul style="list-style-type: none">• Manage the day to day business support activity directly with the service• Work with peers to provide flexible cover arrangements when required• Support the development and implementation of business processes to achieve a quality and consistent service.• Identify and share best practice• Support changes that impact the Business Support workforce and provide advice to service/team managers and their teams.• Represent the team at meetings, events and working groups
2.	LEADERSHIP & WORKFORCE DEVELOPMENT <ul style="list-style-type: none">• Lead, motivate and inspire team members in order to develop them in reaching their full potential, ensuring consistency across the service.• Impart knowledge and expertise through mentoring and coaching• Contribute to and support the delivery of the workforce development plan• Support apprentices through their programme of training in the service• Report on the success of business development activities to teams• Support the cultural change within Business Support• Line manage and supervise employees according to supervision and appraisal standards
3.	MANAGEMENT SUPPORT <ul style="list-style-type: none">• Support Services and the Business Development Co-ordinator in relation to Business Development (including but not limited to Business Continuity Planning, Risk Management, internal Communications, Accommodation and Freedom of Information)• Support service/ team work activity, initiatives and events ensuring active participation• Gather and analyse data as requested by the service

	<ul style="list-style-type: none"> • Advise team/service on emerging and relevant issues relating to the business highlighting areas of concern • Provide support to managers with self-service systems
4.	<p>COMMUNICATION</p> <ul style="list-style-type: none"> • Communicate messages clearly and appropriately and provide updates on emerging issues • Represent the Service at meetings with both internal and external stakeholders • Engage and work with key partners such as CPFT, LGSS and PCC as appropriate
5.	<p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> • Promote excellent customer service across the team • Proactivity 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.
6.	<p>FINANCIAL SUPPORT</p> <ul style="list-style-type: none"> • Support and help Managers to manage and forecast year end expenditure and identify trends. • Ensure the business support workforce are adhering to CCC financial policies • Actively promote cost affective expenditure in accordance with Council Budget requirements. • Carryout/support relevant financial activities within service area • Contribute ideas and efficiencies to deliver savings
7.	<p>GENERAL</p> <ul style="list-style-type: none"> • Support audits, inspections, reviews and new operating systems as and when required • Advise and inform others on matters relating to own job or section or directorate • Work across the directorate as required. • Ability to travel.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE or equivalent standard	General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard.	E
IT Qualified	CLAIT/IBT2/RSA/ECDL or equivalent standard.	E
NVQ/or other qualification	Business Administration equivalent standard.	E
NVQ4/ILM	Management qualification or equivalent	D

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

Identify	Describe	Essential/ Desirable
Knowledge		
Demonstrable experience of working in a business support environment.		E
General knowledge and understanding of any relevant legislation appropriate to key area of service expertise	Knowledge and understanding of GDPR, Data Protection and Freedom of Information Act & other appropriate service legislation	E
Knowledge of effective communication principles	Communication methods to different audiences	E
Understanding of customer care principles	Demonstrable track record of dealing with the public in a positive and sensitive way	E
Principles of project management	Basic understanding of how to manage projects effectively and roles and responsibilities required.	D
Knowledge of Cambridgeshire County Council policies and procedures		D
Skills		
Good IT skills	Good 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	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners.	E

Interpret and explain complex issues	Able to communicate clearly and concisely to a variety of audiences	E
Excellent organisational and administrative skills	Able to plan and organise in the most effective way, managing own priorities and leading others.	E
Ensures targets and deadlines are met	Prioritises to meet deadlines, whilst maintaining quality and performance standards	E
Management skills	Ability to manage and lead others	E
Numeracy	Able to work accurately with financial and numerical information.	E
Resilience	Ability to work in a challenging and demanding environment	E
Positive approach to change	Able to approach change positively and lead others to do so	E
Decision making	Ability to make decisions and provide advice to managers regarding decisions required	E
Committed to ongoing personal and role development	Can evidence personal development	D
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Experience of managing and leading a team of staff	Proven experience in providing quality Supervision/Appraisals and the ability to lead, coach and mentor a team of staff to ensure service objectives are delivered Ability to identify Learning and Development needs and opportunities within the team.	E
Experience of working with financial systems and records and providing guidance to others.	Experience of working with finance systems and keeping accurate financial records	E
Experience of project working	Experience of working on projects either on a formal or informal basis	D
Experience of leading change	Demonstrable experience of leading change positively and influencing others	D
Experience of stakeholder working	Experience in working across services and/or with external services	D
Experience of working in the local authority sector		D

Disclosure level

What disclosure level is required for this post?	None ✓	Standard
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	Enhanced	Enhanced with barred list checks
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Work type

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