

Job Description

Job Title: Business Officer (Monitoring)

Job number

Grade Scale 4

Overall purpose of the job

To provide administrative support and contribute to the provision of Education and Social Care Transport by assisting the team with the monitoring of contracts and improving quality with transport suppliers by supplying feedback and guidance. Assist the Monitoring Officer in ensuring that service standards are met and guidance is adhered to.

MAIN ACCOUNTABILITIES

	Main accountabilities
1.	BUSINESS DELIVERY <ul style="list-style-type: none"> To monitor the live passenger transport contracts on a daily basis and write reports to the Passenger Transport Team Manager on breaches of contract. Provide flexible cover for other services when required. Adhere to business processes to provide a high quality and consistent service. 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.
2.	COMMUNICATION <ul style="list-style-type: none"> Communicate messages clearly and appropriately. Attend team/Service meetings. Work with key partners.
3.	FINANCIAL SUPPORT <ul style="list-style-type: none"> Carry out financial tasks to support the team. Contribute ideas and efficiencies to deliver savings.
4.	GENERAL <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, 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	General Education to GCSE standard with an A-C grade in English and Maths or equivalent standard.	E
IT Qualified	CLAIT/IBT2/RSA/ECDL	D
NVQ/or other qualification	Business Administration	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
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
Knowledge of effective communication principles	The ability to communicate to a wide range of audiences using different mediums.	D
Knowledge of Cambridgeshire County Council policies and procedures		D

Skills		
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 the ability to provide a sensitive and personalised service to clients and to maintain good working relationships with other 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
Ensures targets and deadlines are met	Prioritises to meet deadlines whilst maintaining good standards.	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.	E
Interpret and explain complex issues	Able to communicate clearly and concisely to a variety of audiences, internally and externally by a variety of methods.	D
Decision making	Ability to make decisions and provide advice to managers as appropriate.	D
Committed to ongoing personal and role development	Able to evidence personal development.	D
Experience		
Give an idea of the type and level of experience required do not specify years of experience.		
Administrative experience	Experience of office administration and 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 of 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
Ability to travel around the County	Must have current UK Driving License and transport options.	E

Disclosure level

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

Work type

What work type does this role fit into	Mobile Worker
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