

Job Description

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| Job Title: Senior Business Officer |
| POSCODE: CCC2128 |
| Grade: Scale 6 |

Overall purpose of the job

Responsible for supervising the Business Support team, ensuring day to day activities undertaken support the needs of the departments and enable service delivery.

Main accountabilities

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| 1. | Business Coordination <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. • Provide timely and effective administrative support, contributing to effective service delivery. • To provide support across different service areas across the Council. |
| 2. | Supervisory Responsibilities <ul style="list-style-type: none"> • 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. • Support apprentices through their programme of training in the service. • Report on the success of business development activities to teams. |
| 3. | Management Support <ul style="list-style-type: none"> • Support services and the Business support colleagues in relation to business requests 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. • Gather and analyse data as requested by the service. • Advise team/service on emerging and relevant issues relating to the business highlighting areas of concern. • Provide support to managers with self-service systems. • Support audits, inspections, reviews and new operating systems as and when required |
| 4. | Communication <ul style="list-style-type: none"> • Communicate messages clearly and appropriately and provide updates on emerging issues to the management of the service |
| 5. | Customer Service <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. |

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| 6. | Financial Support <ul style="list-style-type: none"> • Support and help Managers to oversee and forecast year end expenditure and identify trends. • Ensure the business support workforce are adhering to CCC financial policies. • Actively promote cost effective expenditure in accordance with Council Budget requirements. • Contribute ideas and efficiencies to deliver savings. |
| 7. | Demonstrate an awareness and understanding of equality, diversity and inclusion. |

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

| Qualifications Required | Subject | Essential/ Desirable |
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| Educated to GCSE level equivalent or experience in a related role | General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard | Essential |
| Educated to NVQ Level 3 equivalent, or relevant experience | Business administration or relevant discipline | Desirable |

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

| Identify | Describe | Essential/ Desirable |
|--|--|----------------------------|
| Knowledge | | |
| Business Administration | Demonstrable experience of working in a business support environment. | Essential |
| Legislation | Knowledge and understanding of GDPR, Data Protection and Freedom of Information Act | Essential Desirable |
| Communication | Knowledge of effective communication principles including the need to adapt communication methods to different audiences Demonstrable track record of dealing with the public in a positive and sensitive way | Desirable Essential |
| Projects | Basic understanding of how to manage projects effectively and roles and responsibilities required. | Desirable |
| Skills | | |
| 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 | Essential |

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| Organisational skills | Strong organisational and administrative skills with the ability to plan and organise in the most effective way, managing own priorities and leading others. | Essential |
| Computer literacy | Good IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information. | Essential |
| Communication and interpersonal skills | Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners. | Essential |
| Confident and proactive approach | Able to approach change positively | Essential |
| Integrity and decision making | Able to communicate clearly and concisely to a variety of audiences providing advice to managers regarding decisions required | Essential |
| Prioritisation | Ability to prioritise to meet deadlines, whilst maintaining quality and performance standards | Essential |
| Experience | | |
| Finance | Experience of working with finance systems and keeping accurate financial records Experience of working with financial systems and providing guidance to others | Essential Desirable |
| Projects | Experience of working on projects either on a formal or informal basis | Desirable |
| Communication | Experience in working across services and/or with external services | Desirable |
| Public sector / local government services | Experience of working in the local authority sector | Desirable |