Job Description

Job Title: Business Officer

Job number CCC2125

Grade Scale 4

To provide 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

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

	Main accountabilities
1.	**BUSINESS DELIVERY** · Undertake daily activities as directed by the team · Provide flexible cover for other areas of the service when required · Adhere to business processes to achieve a quality and consistent service. · Share best practice · 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
2.	**CUSTOMER SERVICE** · Proactively provide solutions and signpost incoming communication by liaising with staff, families and professionals to provide information, advice or support, as directed by the service. · Record, investigate and sensitively resolve customer enquiries, through to solution and referring complex matters to line manager for advice where appropriate · Support and advise teams and colleagues as appropriate
3.	**TEAM SUPPORT** · Support the service with organising, co-ordinating and where required minute meetings to ensure timely and appropriate action · Provide support to Services following correct processes · Support service/ team work activity, initiatives and events ensuring active participation · Gather data as requested by the service and where possible provide analysis ·

	· Undertake bookings relevant to the team · ·
4.	**COMMUNICATION** · Communicate messages clearly and appropriately · Confidently manage interactions with customers both written and verbally. · Work with key partners as appropriate
5.	**DATA SUPPORT** · Carryout/support all changes to the relevant systems to ensure information is correct and up to date. · Adhere to CCC policies · Support and help the service to manage their data and keep it up to date · Actively extract data as appropriate for use by the team · Contribute ideas and efficiencies to improve outcomes and create efficiencies where possible
6.	**GENERAL** · 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

Q u a l i f i c a t i o n s,   k n o w l e d g e,   s k i l l s   a n d   e x p e r i e n c e

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 & 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	Communication methods to a wide range of audiences	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 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
Ensures targets and deadlines are met	Prioritise own workload 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 and show empathy to others.	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 regarding decisions required	D
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.	
Administrative experience	Office administrative experience	E

	Experience of working in an environment where attention to detail is very important.	
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

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? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible✓	Field	Home