

## 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.	<b>BUSINESS CO-ORDINATION</b> <ul style="list-style-type: none"><li>• Manage the day to day business support activity directly with the service</li><li>• Work with peers to provide flexible cover arrangements when required</li><li>• Support the development and implementation of business processes to achieve a quality and consistent service.</li><li>• Identify and share best practice</li><li>• Support changes that impact the Business Support workforce and provide advice to service/team managers and their teams.</li><li>• Represent the team at meetings, events and working groups</li></ul>
2.	<b>LEADERSHIP &amp; WORKFORCE DEVELOPMENT</b> <ul style="list-style-type: none"><li>• Lead, motivate and inspire team members in order to develop them in reaching their full potential, ensuring consistency across the service.</li><li>• Impart knowledge and expertise through mentoring and coaching</li><li>• Contribute to and support the delivery of the workforce development plan</li><li>• Support apprentices through their programme of training in the service</li><li>• Report on the success of business development activities to teams</li><li>• Support the cultural change within Business Support</li><li>• Line manage and supervise employees according to supervision and appraisal standards</li></ul>
3.	<b>MANAGEMENT SUPPORT</b> <ul style="list-style-type: none"><li>• 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)</li><li>• Support service/ team work activity, initiatives and events ensuring active participation</li><li>• Gather and analyse data as requested by the service</li></ul>

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

### Person Specification

#### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

<b>Qualifications Required</b>	<b>Subject</b>	<b>Essential/ Desirable</b>
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

<b>Identify</b>	<b>Describe</b>	<b>Essential/ Desirable</b>
<b>Knowledge</b>		
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
<b>Skills</b>		
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
<b>Experience</b>	Give an idea of the type and level of experience required <b>do not</b> 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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