

Job Description

Job Title: Business Support Officer

Grade: AJF Level 2 (Scale 4-6)

Overall purpose of the job

To contribute to the effective running of the team and office. Providing office administration, financial, management and supervision support services, to ensure that services are delivered to a high standard.

Main accountabilities

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1.	Office Support <ul style="list-style-type: none">• Provide timely and effective administrative and secretarial support:• Respond to queries, liaising with Officers, Managers and departments to ensure all advice and communication (telephone, letters, emails, face-to-face, speeches) is delivered to County Council standards and regulatory guidelines• Responsible for overseeing document & data management (paper and electronic), including filing and distributing documents• Oversee the collection, collation & manipulation of a wide range of information using CCC information systems, to generate reports, prepare letters, memos and documents• Ensure that all employees are conversant with, and competent in, using specific systems, procedures and packages.• Assist with the organisation, co-ordination and delivery of facility and service management.• Undertake general clerical & administrative tasks and support the team and service as required.
2.	Financial Support <ul style="list-style-type: none">• Assist with monitoring and/or management of budgets in accordance with County council financial processes, systems and instructions• Interrogate, process and maintain financial information – making recommendations for appropriate action• Ensure that County Council financial processes and systems are complied with.• Undertake financial support duties as required to support the efficient delivery of services
3.	Management Support <ul style="list-style-type: none">• Oversee meetings and events to ensure they are properly planned and arrangements co-ordinated• Ensure records of meetings are taken and necessary follow up action undertaken• Use and maintain the Council's databases and information systems to produce reports, presentations, undertake analysis and provide recommendations for action• Assist with the monitoring of Council and Service policies & procedures and contribute to the development of the service and promotion of initiatives (including creating presentations, marketing, promotional and learning/training materials).• Advise and inform others on matters relating to own job, team or directorate• Represent team/section at meetings and on working groups

4.	Supervision & Development of Others <ul style="list-style-type: none"> • Supervise and/or manage others in the team • Assist in the recruitment, selection, induction, learning and development of others. • Establish goals and targets for others through the appraisal process and day-to-day management. • Monitor employee's progress, performance and delivery, ensuring that all issues of performance (both positive and negative) are addressed in accordance with Council policies and procedures.
5.	Health & Safety <ul style="list-style-type: none"> • Ensure the maintenance of a healthy and safe working environment • Take action to reduce the risk to self and others.
6.	Role Specific <ul style="list-style-type: none"> • Ensure understanding of core business of the Section/Office. • Undertake other tasks and responsibilities as required in the delivery of Council services

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	
<ul style="list-style-type: none"> Educated to A level, NVQ3 or equivalent standard (eg GNVQ, Certificate in Management, BTech) IT Qualified to CLAIT/IBT2/RSA/ECDL Or relevant experience 	Essential
<ul style="list-style-type: none"> NVQ Level 3 in Administration or Management NVQ Assessor 	Desirable

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

Knowledge and experience	
<ul style="list-style-type: none"> Extensive office administrative experience Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages Experience of staff supervision Knowledge of health and safety legislation Knowledge of Data Protection and Equal Opportunities legislation and their requirements Understanding of financial management, procedures and processes 	Essential
<ul style="list-style-type: none"> Knowledge of budget management Knowledge of Council policies & procedures Experience of local authority working Understanding of project management principles Has portfolio of achievements 	Desirable
Skills	
<ul style="list-style-type: none"> Able to prioritise workload and complete in timely manner Able to consistently produce work of a high standard Good interpersonal skills - able to communicate in a friendly, open and constructive manner Able to work on own initiative with minimal supervision Commitment to continuous service development Committed to ongoing personal and role development 	Essential
<ul style="list-style-type: none"> Approachable and adaptable Ability to grasp, assimilate and apply information and concepts quickly 	Desirable
Behaviours	
<ul style="list-style-type: none"> Working with others Respect for others and public resources Excellence Integrity 	

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?	Fixed	Flexible	Field	Home
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