

Job Description

Job Title: Business Support Officer

Job number **CCC2125**

Grade Scale 4

To provide and own 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.

Main accountabilities

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

	Main accountabilities
1.	BUSINESS DELIVERY <ul style="list-style-type: none"> • Undertake daily activities as directed by the service . • Provide flexible cover for other 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 <ul style="list-style-type: none"> • 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. • 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 and impart knowledge and expertise. • Provide constructive challenge as appropriate. • Support the cultural change within Business Support
3.	TEAM SUPPORT <ul style="list-style-type: none"> • 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/ teamwork activity, initiatives and events ensuring active participation. • Gather data as requested by the service and where possible provide analysis. • Report to the SBO on relevant issues relating to the business. • Provide support to managers with self-service systems.

	<ul style="list-style-type: none"> Facilitate the service induction process. Undertake bookings relevant to the team.
4.	COMMUNICATION <ul style="list-style-type: none"> Communicate messages clearly and appropriately. Attend team/ service meetings. Work with key partners such as LGSS and PCC as appropriate.
5.	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 or 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 & 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	School admission and appeals process	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 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 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 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 Experience of 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 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
	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
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