**Job Description**

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| **Job Title:** | Business Development Coordinator |
| **POSCODE:** | CCC2126 |
| **Grade:** | S02 |

**Overall purpose of the job**

Responsible for leading and developing the Business Support workforce, ensuring activities undertaken are relevant and processes are consistent.

Identifies opportunities for Business Support to add value and implements.

Build relationships with & between operational teams and partners.

Gathers and analyses information and find ways to help the service reach its full potential.

Undertakes project support across the Directorate

# Main accountabilities

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

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|  | **Main accountabilities** |
|  | **Business Development & Coordination**  Provide Leadership for the Business Support Service and ensure that the service is appropriately staffed and managed flexibly to achieve the Service priorities.  Lead on the development and implementation of business processes to achieve a quality and consistent service.  Monitor and evaluate business processes and identify opportunities for improvement and change, ensuring that they are implemented  Lead changes that impact the Business Support workforce and provide advice to Heads of Service and their teams.  Represent the Directorate at corporate and organisational meetings, events and working groups and be the voice of the directorate and managers that are being represented. |
|  | **Leadership & Workforce Development**  Lead, 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  Create and deliver a workforce development plan.  Lead an apprenticeship programme for the service  Monitor, evaluate and report on the success of business development activities to all relevant audiences.  Lead and embed a cultural change within Business Support and to internal services.    Line manage and supervise employees according to supervision and appraisal standards. |
|  | **Management Support**  Provide expertise for Services in relation to Business Development (including but not limited to Business Continuity Planning, Risk Management, internal Communications, Accommodation and Freedom of Information), taking a lead in relation to the areas of service expertise, as appropriate and dealing with enquires that require additional knowledge.  Coordinate and lead projects, initiatives and events ensuring active participation, support and appropriately manage project work to ensure that objectives are delivered on time and within budget.  Gather and analyse data as requested by the service.  Advise colleagues and senior managers on emerging and relevant issues relating to the business making recommendations for action and highlight areas of concern. |
|  | **Engagement & Partnership Working**  Communicate messages clearly and appropriately to different audiences.  Proactively support external and internal communication and the Directorate communication strategy.  Provide updates to Senior Managers, Services and staff on emerging issues.  Represent the Directorate/Service at meetings with both internal and external stakeholders.  Engage and work with key partners such as CPFT, LGSS and PCC, as appropriate and ensure partnerships are considered. |
|  | **Customer Service**  Lead excellent customer service delivery across the Business Support Service.  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. |
|  | **Financial Support**  Support and help Managers to manage and forecast year end expenditure and identify trends.  Actively promote cost affective expenditure in accordance with Council Budget requirements.  Contribute ideas and efficiencies to deliver savings. |
|  | **General**  Support audits, inspections, reviews and new operating systems as and when required.  Advise and inform others on matters relating to work-streams or own job, 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

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| --- | --- | --- |
| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| Educated to NVQ4 or equivalent experience | General Education to GCSE standard with an A-C grade in English & Maths or equivalent experience in a similar role | E |
| IT Qualified | CLAIT/IBT2/RSA/ECDL or equivalent standard. | E |
| NVQ4/ILM | Management qualification or equivalent | **E** |
| NVQ/or other qualification | Business Administration equivalent standard. | E |

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

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| --- | --- | --- |
| Identify | Describe | Essential/Desirable |
| **Knowledge** |  |  |
| Demonstrable experience of working in a business support environment. |  | **E** |
| In-depth 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 | **E** |
| Principles of project management | Basic understanding of how to manage projects effectively and roles and responsibilities required. | **E** |
| Knowledge of effective communication principles | Communication methods to a wide range of audiences | **E** |
| Understanding of customer care principles | Demonstrable track record of dealing with the public in a positive and sensitive way | **E** |
| Knowledge of Cambridgeshire County Council policies and procedures |  | **D** |
| **Skills** |  |  |
| Advanced IT skills | Advanced IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information | **E** |
| Excellent interpersonal, listening and communication skills, including negotiating, influencing and challenging. | Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with other teams and partners. | **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. | **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** |
| Sound leadership skills | Ability to lead confidently | **E** |
| Numeracy | Able to work accurately with financial and numerical information. | **E** |
| Resilience | Ability to work in a challenging and demanding environment | **E** |
| Proactive approach to change management | Able to lead change and continuous improvement positively and implement solutions | **E** |
| Decision making | Ability to make decisions and provide advice to senior managers regarding decisions required | **E** |
| Analyse and problem solve | Ability to analyse and develop innovative, creative and effective solutions to problems | **E** |
| Committed to ongoing personal and role development | Ability to analyse and develop innovative, creative and effective solutions to problems | **D** |
| **Experience** | Give an idea of the type and level of experience required **do not** 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** |
| Proven experience of project working | Experience of working on projects either on a formal or informal basis | **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 leading change | Demonstrable experience of leading change positively and influencing others | **E** |
| Experience of stakeholder working | Experience in working across services and/or with external services | **E** |
| Experience of working in the local authority sector |  | **D** |

**Disclosure level**

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| --- | --- | --- |
| What disclosure level is required for this post? | **None** | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| 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 |