Job Description

Job Title: Senior Business Officer

Job number:

Grade: Scale 6

Overall purpose of the job

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.

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| --- | --- |
|  | Main accountabilities |
| 1. | BUSINESS CO-ORDINATION   * Manage the day to day business support activity directly with the service * Work with peers to provide flexible cover arrangements when required * Support the development and implementation of business processes to achieve a quality and consistent service * Identify and share best practice * Support changes that impact the Business Support workforce and provide advice to service/team managers and their teams. * Represent the team at meetings, events and working groups. |
| 2. | 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 * Contribute to and support the delivery of the workforce development plan * Support apprentices through their programme of training in the service * Report on the success of business development activities to teams * Support the cultural change within Business Support * Line manage and supervise employees according to supervision and appraisal standards. |
| 3. | MANAGEMENT SUPPORT   * 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) * Support service/ team work activity, initiatives and events ensuring active participation * Gather and analyse data as requested by the service. * Advise team/service on emerging and relevant issues relating to the business highlighting areas of concern * Provide support to managers with self-service systems. |
| 4. | COMMUNICATION   * Communicate messages clearly and appropriately and provide updates on emerging issues * Represent the Service at meetings with both internal and external stakeholders   Engage and work with key partners such as CPFT, LGSS and PCC as appropriate. |
| 5. | CUSTOMER SERVICE   * Promote excellent customer service across the team * 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. |
| 6. | FINANCIAL SUPPORT   * Support and help Managers to manage and forecast year end expenditure and identify trends. * Ensure the business support workforce are adhering to CCC financial policies * Actively promote cost affective expenditure in accordance with Council Budget requirements. * Carryout/support relevant financial activities within service area * Contribute ideas and efficiencies to deliver savings. |
| 7. | 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

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

|  |  |  |
| --- | --- | --- |
| Qualifications Required | Subject | Essential/ Desirable |
| 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

|  |  |  |
| --- | --- | --- |
| Identify Describe | | Essential/  Desirable |
| Knowledge |  |  |
| 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 |
| Skills |  |  |

|  |  |  |
| --- | --- | --- |
| 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 |
| 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 |
| 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 |
| 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 |