

Job Description

Job Title: Senior Business Officer

POSCODE: CCC2128

Grade: Scale 6

Overall purpose of the job

- Responsible for managing the Business Support workforce, ensuring that day to day activities are undertaken working 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

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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 workforce development plans • 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(s) 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 colleagues and partners such as HR and Finance
5.	CUSTOMER SERVICE - Promote excellent customer service across the team - Proactivity deal with, provide solutions and signpost incoming communication by liaising with staff, families and professionals to provide information, 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 Cambridgeshire County Council's financial policies - Actively promote cost-effective expenditure in accordance with budget requirements - Carryout/support all 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, team or directorate - Work across the directorate as required - Ability to travel
8.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
9.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.
10.	SAFEGUARDING COMMITMENT We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

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 A – C or 4 – 9 grades in English & Maths or in the equivalent standard	Essential
IT Qualified	CLAIT/IBT2/RSA/ECDL or equivalent standard	Essential
NVQ/or other qualification	Business Administration equivalent standard	Essential
NVQ4/ILM	Management qualification or equivalent	Desirable

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		Essential
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	Essential
Knowledge of effective communication principles	Communication methods to different audiences	Essential
Understanding of customer care principles	Demonstrable track record of dealing with the public in a positive and sensitive way	Essential
Principles of project management	Basic understanding of how to manage projects effectively and roles and responsibilities required	Desirable
Knowledge of Cambridgeshire County Council policies and procedures		Desirable
Skills		
Good IT skills	Good IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information	Essential
Good interpersonal, listening and communication skills	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with other teams and partners	Essential
Interpret and explain complex issues	Able to communicate clearly and concisely to a variety of audiences	Essential

Excellent organisational and administrative skills	Able to plan and organise in the most effective way, managing own priorities and leading others	Essential
Ensures targets and deadlines are met	Prioritises to meet deadlines, whilst maintaining quality and performance standards	Essential
Management skills	Ability to manage and lead others	Essential
Numeracy	Able to work accurately with financial and numerical information.	Essential
Resilience	Ability to work in a challenging and demanding environment	Essential
Positive approach to change	Able to approach change positively and lead others to do so	Essential
Decision making	Ability to make decisions and provide advice to managers regarding decisions required	Essential
Committed to ongoing personal and role development	Can evidence personal development	Desirable
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	Essential
Experience of working with financial systems and records and providing guidance to others.	Experience of working with finance systems and keeping accurate financial records	Essential
Experience of project working	Experience of working on projects either on a formal or informal basis	Desirable
Experience of leading change	Demonstrable experience of leading change positively and influencing others	Desirable
Experience of stakeholder working	Experience in working across services and/or with external services	Desirable
Experience of working in the local authority sector		Desirable
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role	Essential

Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation	Essential
Safeguarding (applies to all roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults	Essential

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 work type is hybrid)	Fixed	Hybrid✓	Field	Remote	Mobile
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