

## Job Description

Job Title: Senior Business Officer
POSCODE: CCC2128
Grade: Scale 6

### Overall purpose of the job

Responsible for supervising the Business Support team, ensuring day to day activities undertaken support the needs of the departments and enable service delivery.

### Main accountabilities

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1.	<b>Business Coordination</b> <ul style="list-style-type: none"> <li>Manage the day to day business support activity directly with the service.</li> <li>Work with peers to provide flexible cover arrangements when required.</li> <li>Support the development and implementation of business processes to achieve a quality and consistent service.</li> <li>Identify and share best practice.</li> <li>Support changes that impact the Business Support workforce and provide advice to service/team managers and their teams.</li> <li>Provide timely and effective administrative support, contributing to effective service delivery.</li> <li>To provide support across different service areas across the Council.</li> </ul>
2.	<b>Supervisory Responsibilities</b> <ul style="list-style-type: none"> <li>Motivate and inspire team members in order to develop them in reaching their full potential, ensuring consistency across the service.</li> <li>Impart knowledge and expertise through mentoring and coaching.</li> <li>Support apprentices through their programme of training in the service.</li> <li>Report on the success of business development activities to teams.</li> </ul>
3.	<b>Management Support</b> <ul style="list-style-type: none"> <li>Support services and the Business support colleagues in relation to business requests including but not limited to Business Continuity Planning, Risk Management, internal Communications, Accommodation and Freedom of Information.</li> <li>Support service/ team work activity, initiatives and events.</li> <li>Gather and analyse data as requested by the service.</li> <li>Advise team/service on emerging and relevant issues relating to the business highlighting areas of concern.</li> <li>Provide support to managers with self-service systems.</li> <li>Support audits, inspections, reviews and new operating systems as and when required</li> </ul>
4.	<b>Communication</b> <ul style="list-style-type: none"> <li>Communicate messages clearly and appropriately and provide updates on emerging issues to the management of the service</li> </ul>
5.	<b>Customer Service</b> <ul style="list-style-type: none"> <li>Promote excellent customer service across the team</li> <li>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.</li> </ul>

6.	<b>Financial Support</b> <ul style="list-style-type: none"> <li>Support and help Managers to oversee and forecast year end expenditure and identify trends.</li> <li>Ensure the business support workforce are adhering to CCC financial policies.</li> <li>Actively promote cost effective expenditure in accordance with Council Budget requirements.</li> <li>Contribute ideas and efficiencies to deliver savings.</li> </ul>
7.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to GCSE level equivalent or experience in a related role	General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard	Essential
Educated to NVQ Level 3 equivalent, or relevant experience	Business administration or relevant discipline	Desirable

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

Identify	Describe	Essential/ Desirable
<b>Knowledge</b>		
Business Administration	Demonstrable experience of working in a business support environment.	Essential
Legislation	Knowledge and understanding of GDPR, Data Protection and Freedom of Information Act	Essential  Desirable
Communication	Knowledge of effective communication principles including the need to adapt communication methods to different audiences  Demonstrable track record of dealing with the public in a positive and sensitive way	Desirable  Essential
Projects	Basic understanding of how to manage projects effectively and roles and responsibilities required.	Desirable
<b>Skills</b>		
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

Organisational skills	Strong organisational and administrative skills with the ability to plan and organise in the most effective way, managing own priorities and leading others.	Essential
Computer literacy	Good IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information.	Essential
Communication and interpersonal skills	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners.	Essential
Confident and proactive approach	Able to approach change positively	Essential
Integrity and decision making	Able to communicate clearly and concisely to a variety of audiences providing advice to managers regarding decisions required	Essential
Prioritisation	Ability to prioritise to meet deadlines, whilst maintaining quality and performance standards	Essential
<b>Experience</b>		
Finance	Experience of working with finance systems and keeping accurate financial records	Essential
	Experience of working with financial systems and providing guidance to others	Desirable
Projects	Experience of working on projects either on a formal or informal basis	Desirable
Communication	Experience in working across services and/or with external services	Desirable
Public sector / local government services	Experience of working in the local authority sector	Desirable