**Job Description**

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| Job Title: Business Development Co-ordinator |
| POSCODE: CCC2126 |
| Grade: SO2 |

**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**

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|  | **Main accountabilities** |
|  | **BUSINESS DEVELOPMENT & CO-ORDINATION*** Provide leadership for the Business Support Service and ensure that the service is appropriately staffed and managed flexibly to achieve 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
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|  | **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
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|  | **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
* Co-ordinate 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
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|  | **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 colleagues and partners such as HR and finance, as appropriate and ensure partnerships are considered
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|  | **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
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|  | **FINANCIAL SUPPORT** * Support and help managers to manage and forecast year end expenditure and identify trends
* Actively promote cost-effective expenditure in accordance with budget requirements
* Contribute ideas and efficiencies to deliver savings
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|  | **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
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| 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

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| Qualifications Required | **Subject** | **Essential/****Desirable** |
| Educated to NVQ4 or equivalent experience | 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 |
| NVQ4/ILM | Management qualification or equivalent | Essential |
| NVQ/or other qualification | Business Administration or equivalent standard | Essential |

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 |  | Essential |
| 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  | Essential |
| Principles of project management | Basic understanding of how to manage projects effectively and roles and responsibilities required | Essential |
| Knowledge of effective communication principles | Communication methods to a wide range of audiences | Essential |
| Understanding of customer care principles  | Demonstrable track record of dealing with the public in a positive and sensitive way | Essential |
| Knowledge of Cambridgeshire County Council policies and procedures  |  | Desirable  |
| **Skills** |  |  |
| Advanced IT skills | Advanced IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information  | Essential |
| 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 | Essential |
| Interpret and explain complex issues  | Able to communicate clearly and concisely to a variety of audiences, internally and externally by a variety of methods | 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 |
| Sound leadership skills  | Ability to lead confidently | Essential |
| Numeracy | Able to work accurately with financial and numerical information. | Essential |
| Resilience | Ability to work in a challenging and demanding environment | Essential |
| Proactive approach to change management  | Able to lead change and continuous improvement positively and implement solutions  | Essential |
| Decision making | Ability to make decisions and provide advice to senior managers regarding decisions required  | Essential |
| Analyse and problem solve  | Ability to analyse and develop innovative, creative and effective solutions to problems  | Essential |
| Committed to ongoing personal and role development | Ability to analyse and develop innovative, creative and effective solutions to problems  | 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 deliveredAbility to identify learning and development needs and opportunities within the team | Essential |
| Proven experience of project working | Experience of working on projects either on a formal or informal basis | 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 leading change | Demonstrable experience of leading change positively and influencing others | Essential |
| Experience of stakeholder working  | Experience in working across services and/or with external services | Essential |
| 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   |
| Experience of working in the local authority sector  |  | Desirable  |

**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 work type is hybrid) | Fixed  | Hybrid✓ | Field | Remote | Mobile |