**Job Description**

|  |
| --- |
| 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**

|  |  |
| --- | --- |
|  | **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 |
|  | **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 * 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 |
|  | **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 |
|  | **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-effective expenditure in accordance with 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 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** |
| 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

|  |  |  |
| --- | --- | --- |
| 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 delivered  Ability 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**

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