

**Job Title:** Business Operations Officer

**Job Number:** CCC2128

**Grade:** Scale 6

### **Overall purpose of the job**

This role is a fantastic opportunity for someone who is passionate about delivering exceptional customer service and operational skills.

The Business Operations Officer will play a key role in the delivery of an excellent administration function within Cambridgeshire Music. The postholder will be responsible for the management of two Arts Business Administrators and will help them to achieve and maintain a highly effective administration service as well as an outstanding, tailored customer service experience to Cambridgeshire Music Clients.

The post holder will be engaging and interactive as communication is a priority within the role in order to build and maintain strong relationships between the Business Support team and the Service Team at CM.

The working environment within Cambridgeshire Music can often be fast paced and reactive, therefore, it is imperative that the post holder uses their initiative and is proactive to maintain an efficient and operational administrative team.

You will represent a professional company and be an advocate for the remarkable work we do whilst being passionate about making a difference to young people's lives.

### **Main Accountabilities**

	<b>Main Accountabilities</b>
<b>1.</b>	<b>Business Coordination</b> <ul style="list-style-type: none"><li>• Manage the day-to-day business support activity under the Business Development and Performance Manager's direction</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 so that our customer experience is delivered efficiently.</li><li>• Support changes that impact the Business Support workforce and provide advice to service/team managers and their teams.</li><li>• Represent the team at meetings, events and working groups</li></ul>
<b>2.</b>	<b>Leadership and Workshop Development</b> <ul style="list-style-type: none"><li>• Lead, 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>• Contribute to and support the delivery of the workforce development plan.</li><li>• Support apprentices through their training and help them achieve good knowledge and experience to contribute towards them obtaining their qualification</li></ul>

	<ul style="list-style-type: none"> <li>• Support the cultural change within Business Support.</li> <li>• Line manage and supervise employees according to supervision and appraisal standards</li> </ul>
<b>3.</b>	<b>Management Support</b> <ul style="list-style-type: none"> <li>• Support the Business Development and Performance Manager with general administrative duties such as reporting of sales, internal Communications, facilities and finance</li> <li>• Support service/ teamwork activity, initiatives and events ensuring active participation.</li> <li>• Collate and cross check information from reports to ensure payments and bookings across the service are accounted for</li> <li>• Provide support to managers with self-service systems.</li> </ul>
<b>4.</b>	<b>Communications and Fundraising Support</b> <ul style="list-style-type: none"> <li>• Communicate messages clearly and appropriately and provide updates on from the Business Team when appropriate.</li> <li>• Represent the Service at meetings with both internal and external stakeholders.</li> <li>• Engage and work with key partners such as PCC as appropriate.</li> <li>• Support the Fundraising and Relationship Manager with fundraising/social media communications admin when required.</li> </ul>
<b>5.</b>	<b>Customer Service</b> <ul style="list-style-type: none"> <li>• Promote excellent customer service across the Business Team.</li> <li>• Proactivity deal, provide solutions and signpost incoming stakeholder communication by liaising with staff, families and professionals to provide information, advice or support, as directed by the service.</li> </ul>
<b>6.</b>	<b>Financial Support</b> <ul style="list-style-type: none"> <li>• Ensure the business support workforce are adhering to CCC financial policies.</li> <li>• Actively promote cost affective expenditure within the Business Team in accordance with Council Budget requirements.</li> <li>• Provide support to the Business Development and Performance manager in all areas of financial reporting within the service</li> <li>• Contribute ideas and efficiencies to deliver savings within the team</li> </ul>
<b>7.</b>	<b>General</b> <ul style="list-style-type: none"> <li>• Support audits, inspections, reviews and new operating systems as and when required.</li> <li>• Advise and inform others on matters relating to own job or section or directorate.</li> <li>• Work across the directorate as required.</li> <li>• Have a good awareness and handle of GDPR and the management of data to ensure staff and stakeholder information is kept safe.</li> <li>• Ability to travel.</li> </ul>

### Person Specification

#### *Qualifications, Knowledge, Skills and Experience*

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/Desirable
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GCSE or equivalent standard	General Education to GCSE standard with an AC 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

### Knowledge

Identify	Describe	Essential/Desirable
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

Identify	Describe	Essential/Desirable
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	E

	relationships with others teams and partners.	
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
Supervisory skills	Ability to supervise 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

<b>Identify</b>	<b>Give an idea of the type and level of experience required <u>do not</u> specify years of experience.</b>	<b>Essential/Desirable</b>
Experience of arts education and such works in school settings	Experience of working within the music education industry, working with arts educators both within a team and through external stakeholders and partners - either as a practitioner or through business/project coordination	D
Experience of supervising 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.	E

	Ability to identify Learning and Development needs and opportunities within the business team	
Experience of working with financial systems and records and providing guidance and information 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
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