**Job Description**

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| Job Title: Business Officer |
| POSCODE: CCC2125 |
| Grade: Scale 4 |

**Overall purpose of the job**

* To provide and own administrative support within the service and where required across the organisation.
* To contribute to the effective running of the office, setting up and maintaining systems and processes.
* To support and liaise with customers on behalf of the service, in relation to service delivery or financial expenditures.

**Main accountabilities**

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|  | **BUSINESS DELIVERY*** Undertake daily activities as directed by the service
* Provide flexible cover for other services when required
* Adhere to business processes to achieve a quality and consistent service
* Share best practice
* Support changes that impact the Business Support workforce
* Ensure an accurate, confidential, and effective service by maintaining systems and security of information in accordance with the policies and procedures of the County Council and relevant legislation
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|  | **CUSTOMER SERVICE** * Proactivity deal with, provide solutions and signpost incoming communication by liaising with staff, families, and professionals to provide information, as directed by the service
* Record, investigate and sensitively resolve customer enquiries, through to solution and referring complex matters to line manager for advice where appropriate
* Support and advise teams and colleagues and impart knowledge and expertise
* Provide constructive challenge as appropriate
* Support the cultural change within Business Support
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|  | **TEAM SUPPORT*** Support the service with organising, co-ordinating and where required minute meetings to ensure timely and appropriate action
* Provide support to services following correct processes
* Support service/ teamwork activity, initiatives and events ensuring active participation
* Gather data as requested by the service and where possible provide analysis
* Report to the Senior Business Officer on relevant issues relating to the business
* Provide support to managers with self-service systems
* Facilitate the service induction process
* Undertake bookings relevant to the team
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|  | **COMMUNICATION*** Communicate messages clearly and appropriately
* Attend team/service meetings
* Work with key colleagues and partners such as HR and Finance as appropriate
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|  | **FINANCIAL SUPPORT** * Carryout/support all financial activities within service area
* Reconcile spends against expenditure
* Adhere to Cambridgeshire County Council’s financial policies
* Support and help the service to manage and forecast year end expenditure
* 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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| 7.   | Demonstrate an awareness and understanding of equality, diversity, and inclusion   |
| 8.  | Ability to contribute to our commitment of becoming a Net Zero organisation by 2030 |
| 9.  | **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** |
| GCSE  | 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 | Desirable |
| NVQ or other qualification | Business Administration | Desirable |

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 |
| Some knowledge and understanding of any relevant legislation appropriate to key area of service expertise | Knowledge and understanding of GDPR and Data Protection  | Essential |
| Understanding of customer care principles | Demonstrable track record of dealing with the public in a positive and sensitive way | Essential |
| Knowledge of effective communication principles | Communication methods to a wide range of audiences  | Desirable |
| Knowledge of Cambridgeshire County Council policies and procedures  |  | Desirable |
| **Skills** |  |  |
| IT skills | 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  | Evidence of ability to provide a sensitive and personalised service to clients and to maintain good working relationships with other teams and partners | Essential |
| Good 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 good standards | 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  | 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 | Desirable |
| Decision making | Ability to make decisions and provide advice to managers regarding decisions required  | Desirable |
| Committed to ongoing personal and role development | Can evidence personal development | Desirable |
| **Experience** |  |  |
| Administrative experience | Office administrative experienceExperience of working in an environment where attention to detail is very important | Essential |
| Experience of using spreadsheets, databases, word processors, and a range of computer applications |  | Essential |
| Record keeping | Ability to maintain accurate data | Essential |
| Experience of stakeholder working  | Experience in working across services and/or with external services | Desirable |
| Experience of working with financial systems and records | Experience of working with finance systems and keeping accurate financial records | 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**

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| --- | --- | --- |
| What disclosure level is required for this post? | None ü | 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  | Hybridü | Field | Remote | Mobile |