

## Job Title: Snr Business Support Officer

### Grade: 7

**Our Vision** - Is for a connected Staffordshire, where everyone has the opportunity to prosper, be healthy and happy.

**Our Outcomes** - The people of Staffordshire will:

- Be able to access more good jobs and feel the benefit of economic growth
- Be healthier and more independent
- Feel safer, happier and more supported in and by their community

### About the Service

**The Business and Executive Support Team** is a central business support function which is aligned to meet the requirements of Staffordshire County Council and which fulfils the needs of the organisation as it evolves. A professional support function which:

- Ensures consistent high-level business support across the organisation
- Flexible and able to meet fluctuations in demand within existing resources
- Clearly defines the relationship between business support and the services; maximising the potential and skills of support staff.
- Supports Elected Members, the Chief Executive, Senior Leadership Team, Wider Leadership Team and the Operational Management Team in developing the Council's Priorities and Strategies
- Facilitates effective member/officer working relationships, ensuring both Members and Senior Officers are fully briefed to allow informed decisions to be made and good governance followed.
- As a corporate function, ensure all governance processes and procedures are followed across the whole organisation and timescales met for the publication of information.

The team also includes the:

**Customer Feedback and Complaints** function which:

- Records and co-ordinates all feedback received by the Council by screening feedback thoroughly to identify the key issues raised, allocates to the most appropriate process and directed to the service area for investigation and response.
- Ensures compliance with the Council's statutory obligations, corporate accountabilities and Ombudsman directives in respect of the services it provides and commissions.
- Manages correspondence from MPs and the public to the Chief Executive and members of the Senior Leadership Team
- Administers School Admission Appeals.

**The Information Governance Unit which is:**

- Responsible for security of information held by the County Council. Also, general information management in relation to the information we hold, use and share. This includes provision of public access services (Freedom of Information, Data Protection), taking the lead on information regulation (Regulation Investigatory Powers, Copyright, Environmental Information Regulations), overseeing sharing of information with regulatory, legal and partner organisations.

Whilst the post is based within the Business Support Unit, flexibility is required to address business needs; therefore, the right is reserved to transfer the post holder to a team within the Service following appropriate consultation.

**Reporting Relationships**

**Responsible to:** Business Support Team Leader

**Responsible for:** Business support staff as per organisation structure

**Key Accountabilities: Overall:** To support the provision of a timely and high-quality Business Support service for Staffordshire County Council. The expectations are that the person in this role will undertake a variety of tasks from the range set out in this Job Description.

**1. Performance and Financial Management and Improvement:**

1. Regularly review and improve the service being delivered to ensure it adapts to customer needs, is fit for purpose, provides best value to the customer, and exceeds customer expectations.
2. Take a lead on the development of new procedures and techniques to improve the efficiency and effectiveness of the service.
3. Assist the Business Support Team Leader and Head of Service to continually improve and innovate the service to add value, manage fluctuations in demand and resources, and contribute to the development of the business and service plans.
4. Responsibility for the day-to-day financial transactions within the office in accordance with the Financial Regulations including authorisation through the County Council's Finance and Procurement System
5. Monitor financial transactional management and budgets for the service in accordance with financial regulations.

**2. Supervision:**

1. Recruit, Manage and motivate members of the Business Support Team by providing appropriate direction, support and training to encourage the development of knowledge, skills and abilities.

2. Regularly review and improve the performance of staff to ensure they adapt and develop to exceed customer needs and expectations and provide best value to the customer.
3. Be responsible for identifying the training and development needs of the Business Support Team.
4. Ensure collaborative working with other business areas to maintain continuity and quality of support to any customers of Executive and Business Support, and to ensure activities are integrated, coordinated and in-line with the constitution.
5. Responsibility for the maintenance of HR information, including sickness absence records through the County Council's system and in line with the Managing Attendance at Work policy for the direct reports in the team.

### **3. Business Support**

1. To develop and maintain a knowledge of the service area and the support required to ensure the service is delivered within related statutory requirements and dealing appropriately with complex enquiries specific to the service.
2. Develop strong working relationships and work in partnership with customers, including senior management and elected members, served by the Business Support Team, to ensure the delivery of a cohesive, efficient and professional service
3. Carry out specific research projects as required and directed. This may include liaising with other Local Authorities, and dealing with all types of sensitive information, ensuring the production of regular statistical and analysis reports for the service.
4. Maintaining records, both paper and electronic, and implementing related systems. Compiling and maintaining statistics, including computer-based information systems for input and retrieval of data the use of office e-mails and intranet/internet facilities
5. The production of high quality documents including letters, reports, presentations, promotional materials, statistical tables and graphs using Office software, e.g. Publisher and PowerPoint.
6. Coordinating the preparation and distribution of agendas, taking appropriate notes/minutes and actions. Supervising the arrangements of conferences and other events.
7. To manage and assess the service web page content including the writing and publishing of statutory and non-statutory proposals and supporting documents to ensure the timely publication of necessary strategic documents.

#### **General responsibilities include:**

1. Acting in a professional and competent manner at all times to enhance the reputation of Business and Executive Support within and outside of the organisation, including high awareness of sensitivities associated with political views of members.

2. Being responsible for delivering the SCC's "Equality for All" Policy to relevant areas of work.
3. Being responsible for complying with relevant Information, Privacy and Data Security policies.
4. To engage with the wider Business and Executive support team and contribute to discussion and planning sessions to ensure there is a consistent approach to providing support/customer service within the organisation.
5. Being responsible for complying with health and safety responsibilities as outlined in the SCC Health and Safety Manual.
6. To participate in the My Performance Conversation process and undertaking appropriate training and development in accordance with the Council's People Development process.
7. Act as Loggist when responding to any major incident (multi-agency & single-agency); to take accurate record of agreed decisions and actions; supported by the Lead Officer and Staffordshire's Civil Contingencies Unit.
8. Such other duties as may arise in connection with the activities mentioned above.

The content of this job description and person specification will be reviewed in line with SCC's training and development review policy.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.







The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
 	<b>Qualifications/Professional membership</b> <ul style="list-style-type: none"> <li>• Possess a Business Administration qualification, NVQ Level 3 or equivalent experience.</li> <li>• ICT qualification equivalent to the competency level of ECDL.</li> <li>• Minimum of 5 GCSE grade C or above including the specific subjects of English and Math or equivalent qualifications</li> </ul>	All A/I/T
   	<b>Knowledge &amp; Experience</b> <ul style="list-style-type: none"> <li>• Minimum of 3 years' experience of working in a complex Office Environment working with legislation and statutory requirements including experience of directly managing staff and staff development.</li> <li>• Awareness, knowledge and understanding of the support required at a senior level, to both officers and members, and the roles and responsibilities of senior managers and elected members.</li> <li>• Proven financial and budget monitoring skills, with the ability to resolve problems/situations personally, or make recommendations on actions required.</li> <li>• Understanding of a full range of relevant policies, procedures and processes within Local Government or other complex organisational settings</li> <li>• A good level of knowledge and understanding of local government and its roles within the community with an awareness of key initiatives that impact.</li> <li>• Ability to collate and interpret information from a range of sources and assimilate large amounts of data into accurate reports</li> <li>• Proven ability to bring an innovative approach to problem solving, service improvement, and transformation</li> <li>• Ability to manage a complex workload, achieving targets and responding flexibly to changing circumstances</li> <li>• Proven planning and organisational skills with an eye for detail</li> <li>• Demonstrable interpersonal and communication skills including negotiation, diplomacy and persuasive / influencing skills.</li> <li>• Detailed knowledge and experience of using a broad range of software applications, including Microsoft applications.</li> </ul>	All A/I/T



	<ul style="list-style-type: none"> <li>• Commitment to excellent customer service and the achievement of high quality services.</li> <li>• Experience of formal supervision</li> </ul>	
	<b>Skills</b> <ul style="list-style-type: none"> <li>• Loyal, reliable, discrete &amp; confidential with a mature attitude</li> <li>• Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries</li> <li>• Ability to lead and motivate a team and to work effectively as part of a team</li> <li>• Professional and customer focused approach to work</li> <li>• Ability to challenge at all levels and enquire whilst maintaining effective relationships and personal integrity</li> <li>• Excellent interpersonal &amp; communication skills</li> <li>• Dynamic, flexible and willing to multi-task</li> <li>• Able to work with diverse customer base and audiences</li> <li>• Enthusiastic and high level of personal drive, tenacity and energy</li> <li>• Continuous personal &amp; professional development</li> </ul>	A/I/T



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**