

Business Support Officer

Grade 5

About the Service

The Business Support & Compliance 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.

About the Role

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.

Reporting Relationships

Responsible to: Business Support Coordinator/Snr Business Support Officer/Team Leader

Responsible for: N/A

Key Accountabilities:

Performance, Finance and Service Improvement:

- Contribute to the development of new procedures and techniques to improve the efficiency and effectiveness of the service.
- Maintain knowledge of legislation, policies, processes guidance and best practice in order to ensure that the Service supported is continually improving.
- Undertake a range of financial transactions on behalf of the service in accordance with Financial Regulations through the County Council's Finance and Procurement systems.
- Maintain financial records for the service in accordance with Financial Regulations.

Business Support:

- Administer telephone enquiries, on behalf of the service, liaising with internal and external customers, provide a main point of contact for the service, to ensure that enquiries are dealt with efficiently and effectively.
- Administer correspondence, on behalf of the service on a daily basis taking any appropriate action. Maintain appropriate pending, filing and information systems.

- To operate, and provide support, in the use of the section's electronic systems, following agreed procedures.
- Maintaining records, both paper and electronic, and implementing related systems, including maintaining statistics, including computer-based information systems for input and retrieval of data, use of office e-mails and intranet/internet facilities.
- The production of high-quality documents including letters, reports and statistical tables and graphs. using Office software, e.g. Word, and PowerPoint
- Ensure the appropriate retention schedules are adhered to and archiving accordingly.
- Maintenance of stocks, including publications, electronic or otherwise, relevant to the service area
- Provide administrative support to Senior Officers within the team as directed.
- Play a key role in event management, providing direct support to the facilitator for events and workshops, to include invitations, venue liaison, catering, equipment and administration as required by the business.
- Convene and attend meetings, coordinating the circulation of agendas and relevant papers, taking appropriate notes, minutes and actions.
- The Governance of County Council Committee reports and Boards with linked external partners, ensuring deadlines are attained and reports are produced in line with agreed standards.
- To liaise with relevant portfolio holders, Support Members, Senior Leadership Team and other Senior Officers to ensure that all key decisions are included on the forward plan via Governance sharing information management system and to provide support in using the process.

General responsibilities include:

- Acting in a professional and competent manner always 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.

- Being responsible for complying with health and safety responsibilities as outlined in the SCC Health and Safety Manual.
- Being responsible for complying with information, Privacy and data security policies.
- 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.
- To participate in the Performance Conversation process and undertaking appropriate training and development in accordance with the Council's People Development process.
- 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.
- Such other duties as may arise in connection with the activities mentioned above.

Person Specification

Qualifications/Professional membership

- Possess a Business Administration qualification, NVQ Level 3 or equivalent experience.
- ICT qualification equivalent to the competency level of ECDL.
- GCSE Grade C or above in English & Math subjects or equivalent qualifications.
-

Knowledge and Experience

- Demonstrable experience of working in a complex office environment.
- Experience of maintaining financial information for audit requirements.
- Ability to work on own initiative with a minimum of supervision.
- Ability to collate and interpret information from a range of sources and assimilate large amounts of data into accurate reports.
- Ability to take and transcribe minutes to a high level of accuracy.
- Ability to achieve targets and respond flexibly to changing circumstances.
- Commitment to excellent customer service and the achievement of high-quality services.
- Awareness of a range of relevant policies, procedures and processes within Local Government or other complex organisational settings.
- Understanding of local government and its roles within the community with an awareness of key initiatives that impact.
- Knowledge & experience of using a wide range of PC software programs, including spreadsheets, databases, word processing and/or web authoring including a knowledge of bespoke internal systems.

Skills

- Proven planning and organisational skills with an eye for detail
- Communication and interpersonal skills with an ability to build and maintain positive links with colleagues and a range of stakeholders.
- Reliable, discrete & confidential.
- Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries.
- Ability to enquire whilst maintaining effective relationships and personal integrity.
- Dynamic, flexible and willing to multi-task.
- Able to work with diverse customer base and audiences.
- Continuous personal & professional development.

This role is designated as a casual car user.

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