Job Title: Business Support Officer
Grade: 5

GRADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make
courageous decisions
* Empowering – We empower and support our people by giving them
the opportunity to do their jobs well.

About the Service

**The Corporate Operations 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.

**Business and Executive Support** is 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.
* As a corporate function, ensure all governance processes and procedures are followed across the whole organisation and timescales met for the publication of information

Reporting Relationships

**Responsible to:** Snr Business Support Officer/Team Leader as per organisation structure

**Responsible for:** N/A

Key Accountabilities: To support the provision of a timely and high-quality Business Support service for Staffordshire County Council.

1. Contribute to the development of new procedures and techniques to improve the efficiency and effectiveness of the service.

2. Maintain knowledge of legislation, policies, processes guidance and best practice in order to ensure that the Service supported is continually improving.

1. 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.

4. Administer telephone enquiries, and correspondence on behalf of the service, liaising with internal and external customers, providing a main point of contact for the service, and ensuring that enquiries are dealt with efficiently and effectively taking any appropriate action.

5. To operate, and provide support, in the use of the section’s electronic systems, following agreed procedures.

6. 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.

7. The production of high-quality documents including letters, reports and statistical tables and graphs. using Office software, e.g., Word, and PowerPoint and ensure the appropriate retention schedules are adhered to and archiving accordingly, maintaining appropriate pending filing and information systems

8. Maintenance of stocks, including publications, electronic or otherwise, relevant to the service area

1. Provide administrative support to Senior Officers within the team as directed.

10. 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

11. Convene and attend meetings, coordinating the circulation of agendas and relevant papers, taking appropriate notes, minutes and actions. Including the recording of accurate agreed decisions and actions, supported by the lead officer and Staffordshire’s Civil Contingencies Unit when the Emergency Plan is activated (multi & Single agency)

12. 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

**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

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| **Minimum Criteria for Disability Confident****Scheme \*** | **Criteria** | **Measured by** |
| **employer_small****employer_small** | **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
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| **employer_small****employer_small****employer_small****employer_small****employer_small** | **Knowledge and Experience*** Minimum of 2 years’ experience of working in a complex Office Environment.
* Communication and Interpersonal skills with an ability to build and maintain positive links with colleagues and a range of stakeholders
* 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
* Proven planning and organisational skills with an eye for detail
* 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
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| **employer_small****employer_small** | **Skills**This post is designated as a casual car user * Loyal, reliable, discrete & confidential with a mature attitude
* 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
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**** 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 Job centre 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**

**Shared Services on 01905 947446**