

Title Business Support Officer	Department Chief Executive's	Post Ref.
Job Purpose <i>To lead the day to day delivery of the Business Support Service within a specified location or service, ensuring the efficient use of staff and resources to meet business needs.</i>		
Key Responsibilities <ol style="list-style-type: none"> 1. To be responsible for planning and co-ordinating the deployment of staff to meet the needs of the services or localities served 2. To provide day to day management of staff supervised including setting and maintaining quality standards 3. To create a climate where the participation of all business support staff is encouraged to enable them to shape the service and work to their personal best 4. To undertake high level complex business support processes including complex or sensitive reports and correspondence, monitoring and reconciling large budgets, producing complex financial reports and statements as requested by the business. 5. To be responsible for quality assuring the information and data produced by the team 6. To work collaboratively with colleagues in the Business Support Service to meet changes in demand. 7. To be an authoritative source of advice and guidance, both for customers and colleagues on services, policies and processes including complex queries. 		Key Accountabilities <ol style="list-style-type: none"> 1. To deliver business support to the levels defined 2. To deploy staff and resources efficiently, effectively and flexibly 3. Report fluctuations and changes in the services supported to the Team Manager so that service levels can be maintained 4. Accountable for the accuracy of work undertaken and information provided and to quality assure the work of the team
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. Management or business qualification to NVQ3 or equivalent work based experience 2. Strong financial acumen and knowledge or accounting procedures 3. Good working knowledge of the principles and practice or people, performance, risk and service management 4. Knowledge of working to statutory and legislative standards 	<p>Personal skills and general competencies</p> <ol style="list-style-type: none"> 5. Sets an excellent example of customer care for other staff. 6. Effectively sets direction for a team providing motivation for all to deliver high performance. 7. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness 8. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness 9. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards 10. Takes an active role in managing risk, health and safety and safeguarding issues. 11. Advanced ICT skills
<p>Experience</p> <ol style="list-style-type: none"> 12. Experience of planning and delivering services, managing staff, resources and performance 13. Experience of monitoring budgets and providing financial data and reports 14. Experience customer focused service delivery 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> 15. Management of team of administrators in the Education Hub, based at Meadow House (BSO team remit under review). 16. Responsibility for undertaking preliminary forecasting and monitoring on a £2m budget together with 5 BSO colleagues <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date 1 October 2018