



Job Description		
Title Business Support Officer - Grade 5	Department Children, Families & Cultural Services	Post Ref
Job Purpose <i>To lead the day to day delivery of the Business Support Service within a specified locality and 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 provide leadership & management of business support staff teams, supporting a range of diverse operational services & activities across one or more locations2. To plan & coordinate the cost effective & efficient deployment of business support staff and physical resources to meet business needs across localities and work in partnership with operational managers3. To advise and negotiate with operational managers regarding business support activity and service requirements, as outlined in the Business Support Service Menu. To represent the service as required at Team Meetings of operational services4. To develop, monitor and review business processes and systems to improve service delivery, create efficiencies and adapt to service requirements5. To ensure compliance with corporate standards and to maintain & monitor service specific quality standards for which the business support staff teams are responsible.		Key Accountabilities <ol style="list-style-type: none">1. To deliver business support to the levels defined2. To deploy staff and resources efficiently, effectively and flexibly3. To monitor and report fluctuations in demand and changes in the services supported to the Team Manager so that service levels can be maintained, and to lead their team in the implementation of recommendations4. To ensure the accuracy and timeliness of work undertaken and information provided and to quality assure the work of the team5. To ensure the business support teams for which they are responsible are well managed, flexible and appropriately trained

<ul style="list-style-type: none"> 6. To be responsible for quality assuring the information & data produced by the Business Support teams and to reconcile large data sets as required 7. To support operational managers in the monitoring & reconciliation of large budgets and transactions 8. To be an authoritative source of advice and guidance, both for service users, colleagues and partners regarding services, policies and procedures, including involvement in complex queries 9. To contribute routinely with regard to Health and Safety procedures and Risk management arrangements in and around the workplace, and to liaise with relevant managers as required to raise awareness of compliance with corporate guidance 10. To lead and support their staff teams in relation to ongoing learning and development, continuous service improvement, and consistency across the entire the service group 	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

<p><i>Person Specification</i></p>	
<p><i>Education and Knowledge</i></p> <ul 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 of performance and people management, risk and service management 	<p><i>Personal skills and general competencies</i></p> <ul style="list-style-type: none"> 7. Sets an excellent example of customer care for other staff 8. Effectively sets direction for a team providing motivation for all to deliver high performance 9. Anticipates customer needs to provide excellent service, continually striving to improve efficiency and effectiveness

<p>4. Knowledge of what is required to work effectively to meet statutory / legislative and service standards</p> <p>5. Ability to recognise develop and implement best practice</p> <p>6. Excellent standard of IT, literacy and numeracy skills</p>	<p>10. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness</p> <p>11. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards</p> <p>12. Takes an active role in managing risk, health and safety and safeguarding issues</p> <p>13. Effective communication negotiation and influencing skills</p>
<p>Experience</p> <p>14. Experience of planning and delivering services, managing staff, resources and performance</p> <p>15. Experience of monitoring budgets and providing financial data and reports</p> <p>16. Experience customer focused service delivery</p> <p>17. Experience of an extensive range of business and administrative activities and systems</p>	
<p>Role Dimensions</p> <p>18. Management and coordination of teams of staff and in some cases lone working staff in one or more localities.</p> <p>19. Line management responsibility and supervision of staff supporting different service groups undertaking diverse business and administrative functions</p> <p>20. Insert core area/s of responsibility (inc. teams, services & functions)</p> <p>21. Insert staff - No of direct reports</p> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date: May 2014