



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

JOB TITLE:	Business Support Officer –Programme Management		
GRADE: JOB CODE:	G5 RT362BSPMG5 JE Checked 17/06/2022	SERVICE AREA:	Administration & Business Support
REPORTS TO:	Business Support Team Leader	LOCATION:	Various sites
SPECIAL CONDITIONS:	<p>The post holder will be expected to be flexible at all times, to include:</p> <ul style="list-style-type: none"> • Covering for colleagues who are absent or need short-term support to cover ad-hoc demand • Working at different offices within the borough • When booking leave, regard is to be given to prevailing workloads and deadlines • In exceptional circumstances may be expected to work outside normal hours including evenings or weekends • Discretion and confidentiality must be maintained at all times • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. • The nature of this post is such that there may be a requirement to visit other locations in the course of their duties and therefore a car mileage allowance will be applicable. 		

1. Main purpose of the job role:

- To provide an effective business support service within the designated directorate by adhering to and achieving statutory compliance assigned to national legislation and local policies, procedures and priorities
- To have an understanding and awareness of the regulatory and legislative requirements required for the role
- To organise and attend statutory meetings and working groups to take action points minutes / notes as necessary, formalising notes and minutes into appropriate formats and distributing accordingly
- To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, the Data Protection Act / GDPR Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and Council-wide priorities.

2. Role specific duties and accountabilities:

Resources and Transformation

Programme Management

- To support officers, such as the commissioning and quality officers, in providing high quality assistance and support on a range of commissioning and quality activities aimed at improving the quality and efficiency of programmes
- To organise, co-ordinate and service a range of statutory multi agency forums.
- Liaise, and collaborate with internal and external stakeholders including councillors, senior managers, employees and members of the public as required to ensure the effective performance of the service.
- Deal sensitively with telephone and face-to-face enquiries providing advice and guidance to customers to include some complex issues, and deal with interruptions, queries and conflicting demands arising from queries and requests.
- Analyse and evaluate data/information and produce mandatory and statutory reports/information which is appropriate for a range of audiences including senior managers, professionals, elected members, employees, members of the public partner agencies.
- Input, check and maintain a variety of electronic and paper based systems, external and internal records ensuring information is accurate and stored appropriately.
- Assist in the implementation and evaluation of processes, systems and technology to enable the effective management of data and information and improve council processes.
- Adapt, influence and establish systems, processes and procedures to support and monitor service delivery in conjunction with senior officers.
- To assist in the co-ordination, researching and drafting of correspondence and reports
- Analyse performance, capacity, capability and demand data for services identifying areas which need to be addressed and providing recommendations to managers the senior management team.
- Attending meetings and working parties to take minutes/notes as necessary, formalising notes and minutes into appropriate formats and distributing accordingly.
- Progress chase actions arising from forums/meetings escalating issues as appropriate
- To check invoices for payment are correct and cross reference with the relevant IT systems prior to obtaining approval to pay and feedback anomalies to resolve queries
- Attending meetings and working parties to take minutes/notes as necessary, formalising notes and minutes into appropriate formats and distributing accordingly.

Team Working

- To work co-operatively and collaboratively with colleagues within the values of the Service / Directorate and the Council in order to achieve the aims, objectives, standards and targets of the post, the team and the Council.
- To work as part of a flexible team providing a high quality service to officers, Service areas and Directorates.
- To work as part of a team to ensure the effective and efficient delivery of service at the initial point of contact
- To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under health and safety legislation is required.
- To use personal skills, knowledge and experience to optimum effect within the limits of the post.
- To attend and be an active participant in working / project groups and other meetings as the team's representative to identify, discuss and resolve current issues.
- To inform relevant senior officers of all matters of concern arising within the scope of the post.

Financial

- To monitor financial transactions undertaken in the office, ensuring they meet the Council's audit procedures and financial regulations. Bring any concerns or irregularities to the appropriate Council manager
- To check invoices for payment are correct and cross reference with the relevant IT systems prior to obtaining approval to pay and feedback anomalies to resolve queries.

Quality

- To seek to continually improve administration systems in use within the team, particularly in relation to how these impact on the post.
- To participate positively in the implementation of new working methods and practices as required.
- To play a role in identifying and in liaison with the Business Support Team Leader implementing areas for improvement
- To maintain a good understanding of, and competence in using, the administrative and ICT systems in use within the service.
- To use own initiative and problem solving skills to ensure improvements are continuously made to systems and processes.

Personal Development

- The post holder with support from the line manager is responsible for their self-development on a continuous basis and will be expected to undergo suitable training / shadowing.
- Developing specialist knowledge to facilitate co-working with statutory functions
- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- Participate in training and other learning activities and performance development as required
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To take personal responsibility for remaining aware of the relevant key issues including those of the Corporate and Directorate Plans.

Customer Service

- Deal sensitively with telephone and face to face enquiries providing advice and guidance to customers to include some complex issues, and deal with interruptions, queries and conflicting demands arising from queries and requests.
- Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.
- To resolve general issues/queries independently, recommend alternative solutions.
- Working as part of a team to ensure the effective and efficient delivery of service at the initial point of contact.
- Ensuring office phones are covered at all times and that accurate messages are taken, ensuring that these are passed to appropriate staff, recognising urgent situation and taking action to ensure message are not overlooked.

Recording and Information Processing

- Producing summaries of financial data and other information, preparation of tables and diagram from raw data using pre-populated data
- Accurately processing various sources of data using variety of programmes, including databases and spreadsheets
- Maintaining programmes including assisting in any analysis and statistical returns
- Assisting with the maintenance of quality standards in relation to data.

Office Systems

- To input, access, maintain, interpret and report on information stored on the councils ICT systems.

General Systems

- Prioritising own workload at all times to ensure efficient running of the office
- Maintain a professional workspace by keeping workstation, office, waiting areas clean and tidy at all times
- To support the service in meeting its health and safety obligations in relation to buildings and people
- To undertake training and constructively participate in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder
- Demonstrate through personal and professional example a commitment to equality of opportunity for staff and service users and to challenge discrimination and other forms of unjust behaviour
- The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties
- Be aware of and comply with policies and procedures relating to health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Participate in training and other learning activities and performance development as required
- To undertake any other task that might reasonably be required within the grade and overall functions of the post.

Staffing Responsibilities

- Ensure continuity of office cover during office hours, including lunch time, flexi, annual leave and sickness etc.
- To assist the Business Support Team Leaders to implement change activities within the service

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Working with the Team Leaders to ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



Job Title: Business Support Officer - Programme Management		GRADE G5
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to manage a challenging workload under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation and time management	A/I	3
Ability to handle and process considerable amounts of manual and computerised information ensuring accuracy of processing and safeguarding of sensitive and confidential information	A/I	3
Must possess excellent communication skills both verbally and written	A/I/T	3
Good interpersonal skills and the ability to deal with people tactfully and diplomatically	A/I	2
Ability to give advice concisely and effectively with various professional disciplines and at all levels in the organisation	A/I	3
Able to deal effectively with conflict and challenging situations	A/I	3
Demonstrate the ability to be an assertive and confident communicator when dealing with difficult situations.	I	2
Must be able to prioritise a heavy workload of a diverse nature	A/I	2

Possess excellent IT skills which must include experience of Word, Outlook, PowerPoint and Excel.	A/I/T	3
Demonstrate independent thinking and decision making skills	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Proven experience of working with highly confidential and sensitive information	A/I	3
Demonstrate independent thinking and decision making skills	A/I	3
Must be able to demonstrate an awareness and understanding of equal opportunities issues	A/I	3
Knowledge of current relevant legislation and statutory duties, responsibilities, and best practice	A/I	3
Awareness of the Councils responsibilities in relation to safeguarding vulnerable adults, and the specific responsibilities placed on individuals who care for such clients/patients.	A/I	3
Knowledge and understanding of Councils responsibilities in relation to safeguarding.	A/I	3
Experience of working within a customer focused service	A/I	2
Experience of working in a fast pace business support environment where multiple demands could be made at any one time.	A/I	2
Experience of servicing meetings, including taking and presenting minutes to a professional standard	A/I	3
Experience of effective management of filing systems – both manual and IT systems.	A/I	2
Experience of IT software, particularly Microsoft package covering Word, Excel, PowerPoint and Outlook.	A/I	3
Evidence of continuous professional development (where applicable)	A/I	
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
To have the following qualification or ability to demonstrate substantial experience working in regulatory and statutory environment:		
Educational Attainment to a GCSE level A-C or equivalent NVQ 3 in administration, equivalent (or willing to undertake the qualification)	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Note: : The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	Yvonne Boon	Date: 01/09/2021