

Job description

Job title: Senior Business Support Officer
Grade: Dorset Grade 8
Job evaluation reference: BA6045
Job family: Business, Policy and Administration

Purpose and impact

1. To oversee and supervise the day to day running of an efficient office management service within the designated function, which will involve the day-to-day supervision of the Business Support Team as appropriate.
2. To manage office systems which include health and safety; maintenance and management of administrative procedures, systems and documentation; support for facilities arrangements.
3. To ensure the provision of high quality administrative; project management, finance and/or training support.

Key responsibilities

4. Establish and maintain effective and up to date administrative systems and procedures and ensure followed appropriately by the whole service.
5. Provision of office and administrative services as required, which may include drafting standard reports and/or more detailed correspondence for agreement by senior officers.
6. Undertake financial administration tasks as appropriate to the role which may include authorisation of invoices, budget monitoring and reporting relating to specific project work.
7. To deputise for the Business Support Team Leader as required.
8. Ensuring that both manual and digital systems are in place which comply with Council policies and audit requirements. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems, both manual and digital.
9. Provide advice to senior officers regarding digital and manual systems in relation to the collection of information, project management, action tracking and forward planning. Keep such systems under review and make recommendations for improvements.
10. Ensure regular consultation with relevant internal and external partners and stakeholders, as required in order to support effective service provision.
11. Undertake individual project work as required.
12. Manage the collection of statistical data and management information as required, ensuring timely and accurate provision of information.
13. To act as a principal point of contact for enquiries, resolving queries and responding on behalf of senior officers where appropriate within the remit of the role.
14. Provide support and guidance to the Business Support Officers in managing the generic inboxes for external enquiries and business support requests.
15. To update the service's website and intranet pages as required.



16. Contacts are wide ranging, and the role holder will be required to respond to a range of queries and issues, within the remit of the post, where the response is not always straight forward.
17. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Business Support Team Leader

Responsibility for: Day to day supervision of the Business Support Team

Other factors

18. Workstation and related IT equipment.
19. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
20. Work is subject to interruptions to deal with queries from senior managers and staff and may involve taking telephone calls from service users and/or members of the public.
21. There may occasionally be work content of a sensitive/distressing nature particularly in teams involving direct contact with service users.

Work involves keyboard/computer work but with regular opportunities for breaks away from the computer to undertake other work.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. NVQ 4 or equivalent in Administration / Business Studies or equivalent or significant experience of working at this level	Application form
2. Excellent standard of numeracy and written literacy skills	Application form
Experience	
3. Extensive experience in a relevant senior administrative role	Application form Interview Assessment
4. Experience of providing day to day supervision of staff	Application form Interview Assessment
5. Experience of coaching/mentoring staff	Application form Interview Assessment
6. Experience of using a range of IT systems, including Office 365, Outlook, Word, Excel and databases	Application form Interview Assessment
7. Proven experience of minute taking and producing documents to a high-quality standard	Application form Interview Assessment
8. Experience of project management principles and proven skills in managing a project	Application form Interview Assessment
9. Previous relevant experience in a similar function	Application form Interview Assessment
10. Experience and knowledge of best practice in relation to customer care	Application form Interview Assessment
Knowledge	
11. Proven effective knowledge of office practices and administrative procedures	Application form Interview Assessment
12. Proven knowledge and ability in a range of IT systems, including Office 365, Word, Excel, Outlook and databases	Application form Interview Assessment
13. An understanding and an ability to increase knowledge of national and local policy, legislation and developments in the field of work relevant to the function/team	Application form Interview Assessment
14. An understanding and ability to increase knowledge of relevant council policy, legislation and developments	Application form Interview



	Assessment
15. Excellent knowledge of administrative procedures, with the ability to review, adapt and roll out improvements to support the efficient functioning of the service	Application form Interview Assessment
16. Knowledge, understanding and experience of financial and budgetary management	Application form Interview Assessment
Skills and abilities	
17. Ability to work under pressure, with conflicting priorities, without compromising accuracy	Interview Assessment References
18. Ability to work with minimum supervision, to use initiative, prioritise and complete work under pressure	Interview Assessment References
19. Ability to build and sustain good working relationships with people at all levels, both internal and external	Interview Assessment References
20. Excellent oral and written communication and presentation skills	Interview Assessment References
21. Ability to communicate confidently with the public, colleagues, partners and external stakeholders at all levels, using tact, diplomacy and negotiation skills	Interview Assessment References
22. Ability to retain information and produce accurate/quality work	Interview Assessment References
23. Ability to apply confidentiality to all information handled	Interview Assessment References
24. Able to demonstrate tact and sensitivity when dealing with customers and to handle difficult situations	Interview Assessment References
Our values	
25. Respect	Interview Assessment
26. Together	Interview Assessment
27. Accountability	Interview Assessment
28. Openness	Interview Assessment
29. Curiosity	Interview Assessment
Other	
30. Able to be flexible with an adaptable approach to work and ability to manage conflicting demands and deadlines	
31. Must provide a supportive working environment to colleagues	
32. Able to undertake training as required	
33. Able to fulfil the travel requirements of the post	
34. This post may be subject to a DBS check (as specified on the context statement)	

Desirable



Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
35. ECDL or equivalent IT qualification	Application form
36. Relevant degree level qualification in Business Administration or field of work relevant to the function/team	Application form
Experience	
37. Previous experience of working in a large organisation or local authority	Application form Interview Assessment
38. Significant project management experience	Application form Interview Assessment
39. Previous experience of recruitment, induction, appraisal and training of staff	Application form Interview Assessment
Knowledge	
40. Extensive understanding of the field of work relevant to the function/team and/or local authorities	Application form Interview Assessment
41. Extensive understanding of policy, legislation and developments in the field of work relevant to the function/team	Application form Interview Assessment

Approval

Manager's job title: Business Support Manager
Date: May 2021

