

Job description

Job title:	Senior Business Support Officer
Grade:	Grade 10
Job evaluation reference:	BA6098
Job family:	Business, Policy and Administration

The Business Support function will act as a backbone for the council, ensuring Directorates and teams can operate smoothly and focus on their core activities. The vision for Business Support is to create a streamlined, efficient, and future-ready layer that empowers Dorset Council to deliver exceptional services to its residents. Through innovative processes, advanced technology, and a culture of collaboration, the council aims to build a resilient administrative foundation that eliminates duplication, supports colleagues, and drives sustainable financial savings.

Purpose and impact

1. To supervise the undertaking of a wide range of duties relating to a designated administrative function.
2. Within the broad administrative duties of the role, the key focus may be on financial administrative management or project administration as relevant to the role.
3. This role will play a pivotal part in shaping and promoting the Business Support Hub, ensuring alignment with Dorset Council's strategic goals, and driving continuous improvement and digital transformation.

Key responsibilities

4. To manage a designated team or teams including recruitment; allocation of work; carrying out People Performance Conversations with individuals; identification of training needs and approval of annual leave and individual payments.
5. To develop, maintain and implement office systems which may include health and safety, administration, facilities arrangements, financial systems and/or training provision.
6. To ensure the provision of high quality administrative, finance and/or training support.
7. To provide a budget management/financial monitoring service for the function which may include budget monitoring and reporting and approval of orders and payments.
8. To deputise for the manager as required.
9. Manage the provision of office and administrative services, including contributing to administrative planning for the function.
10. Provide advice and guidance to others regarding Dorset Council and other relevant procedural rules and processes, ensuring correspondence with audit requirements.



11. Participate in various meetings and working groups as required to represent the function / service and initiate and lead any relevant project work and / or process improvements which may arise as a result.
12. Act as the nominated service representative for various Dorset Council initiatives as required and as relevant to the role.
13. Ensure regular consultation with relevant internal and external customers as required in order to support effective service provision.
14. Ensure a consistent approach to service delivery by liaising with other senior administrative staff and by keeping up to date with relevant Dorset Council policy development and external legislation/guidelines appropriate to the function.
15. Undertake research as required in order to inform project work and/or reviews of policies and procedures relating to the function.
16. To provide dedicated support in relation to the specific nature of the post which may include some development and delivery of training; development of marketing and publicity material and/or attendance at functions; drafting of revised administrative procedures; co-ordination of a specific application/assessment or funding process. Knowledge and understanding of the specific nature of the work undertaken by the function will generally be required.
17. Manage the collection of statistical data and management information as required, ensuring timely and accurate provision of information.
18. To act as a principal point of contact for enquiries, dealing with complaints and resolving queries within the remit of the role.
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. Where the post is based within the People – Children directorate; responsibility for promoting and safeguarding the welfare of children and young people.
21. Provision of sound advice to customers based on a knowledge of how the service should be delivered.

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: Chief Execs and Generalist Lead / Business Support Lead for Adults Spoke team / Business Support Lead for Children's Spoke team

Responsibility for: The post will involve day to day supervision and line management of assigned Business Support Officers



In addition to the key responsibilities, as a people manager you will also:

- Lead and manage team dynamics and performance by setting clear expectations, providing regular feedback, and ensuring high-quality delivery through effective quality assurance practices.
- Create an inclusive and supportive team environment that ensures continuous learning, professional development and good wellbeing, aligning to the council plan priorities, people and culture strategy, and responsibilities set out within our people management policies and requirements.
- Lead and champion opportunities for service improvement, innovation and change by taking accountability for its successful implementation, ensuring team members are engaged, motivated, and supported throughout transitions, whilst role modelling new ways of thinking and working.

Other Factors

22. Work is subject to deadlines involving changing problems, circumstances or demand and the role holder will be required to manage tasks in accordance with this.
23. 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.
24. Occasional travel to different office locations may be required.

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 and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. 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. Minimum of 5 GCSEs grade C/4 or above including English Language and Mathematics or equivalent ability	Application form
2. Excellent standard of numeracy and written literacy skills	Application form
3. NVQ 4 or equivalent in Administration / Business Studies or similar field or significant experience of working at this level.	Application form
4. Management or supervisory qualification e.g. minimum of NVQ3 or equivalent or significant experience of working at this level	Application form
Experience	
5. Extensive experience in leading business support or administrative services in a complex organisation	Application form
6. Proven experience of managing staff including performance review	Application form
7. Proven experience of producing documents and reports to a high quality standard	Application form
8. Experience of financial administration / budget management as relevant to the role	Application form
9. Previous relevant experience in a similar function	Application form
10. Experience of customer care	Application form
Knowledge	
11. Proven effective knowledge of office practices and administrative procedures	Application form Interview Assessment
12. Knowledge and proficiency in a range of IT systems, including Word, Excel, email, databases and digital applications	Application form Interview Assessment
13. Good understanding of policy, legislation and developments in the field of work relevant to the function	Application form Interview Assessment
14. Good understanding of the work of local authorities	Application form Interview Assessment
15. Knowledge of administrative procedures relevant to the function/team	Application form Interview Assessment
16. Knowledge and understanding of financial and budgetary management	Application form Interview Assessment
17. Knowledge of best practice in relation to customer care	Application form Interview Assessment



18. Understanding of project management principles	Application form Interview Assessment
Skills and abilities	
19. Ability to manage, motivate and co-ordinate workload of a team or teams	Interview Assessment
20. Excellent IT skills including accurate keyboard skills	Interview Assessment
21. Ability to work with minimum supervision, to use initiative, prioritise and complete work under pressure	Interview Assessment
22. Demonstrated ability to support change, drive innovation, and deliver service improvements	Interview Assessment
23. Ability to build and sustain good working relationships with people at all levels, both internal and external	Interview Assessment
24. Excellent oral and written communication and presentation skills	Interview Assessment
25. Ability to apply confidentiality to all information handled	Interview Assessment
26. Able to demonstrate tact and sensitivity when dealing with customers and to handle difficult situations	Interview Assessment
27. Ability to build up a good knowledge of policy, legislation and developments in the field of work relevant to the function	Interview Assessment
Our values	
28. Respect	Interview Assessment
29. Together	Interview Assessment
30. Accountability	Interview Assessment
31. Openness	Interview Assessment
32. Curiosity	Interview Assessment
Other	
33. Able to be flexible with an adaptable approach to work and conflicting demands and deadlines	Interview Assessment
34. Must provide a supportive working environment to colleagues	Interview Assessment
35. Able to undertake training as required	Interview Assessment
36. Able to fulfil the travel requirements of the post	Application form
37. A Basic DBS check may be required (please refer to context statement)	Application form



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 and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
38. ECDL or equivalent IT qualification	Application form
39. Relevant degree level qualification in Business Administration or field of work relevant to the work of the function/team	Application form
Experience	
40. Previous experience of working in a large organisation or local authority	Application form
41. Previous experience of delivering training	Application form
42. Previous project management experience	Application form
43. Previous marketing experience	Application form
Knowledge	
44. Understanding of marketing principles	Application form Interview Assessment
45. Knowledge of relevant health and safety legislation	Application form Interview Assessment

Approval

Manager's job title:
Date: August 2025

