



## **ROLE PROFILE**

**Role Title:** Senior Business Support Officer

**Service:** Corporate and Customer Services, Communications & Engagement, Business Support

**Directorate:** Transformation & Resources

**Accountable to:** Business Support Manager

**Grade:** SO1

**Car Category:** None

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### **Purpose of role**

- To contribute to the development and maintenance of a high performing business support service to the organisation, being responsive to internal and external customer needs whilst planning resource and capacity effectively.
- To act proactively identify, support and champion ongoing improvements of the business support service contract and wider administrative process changes.
- To provide effective management and leadership of the business support team for Place and Community, taking positive action to ensure that the Council meet its statutory responsibilities and customer expectations.
- To support a proactive, intelligence-led and outcome-focused approach to business support across the Council.

### **Key Objectives**

1	To contribute to the development and maintenance of a high performing business support service to the organisation, being responsive to internal customer needs whilst planning resource and capacity effectively.
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2	To provide effective management and leadership of the general business support team, taking positive action to ensure that the Council meet its statutory responsibilities and customer expectations.
3	To act proactively identify, support and champion ongoing improvements of the business support service and wider administrative process changes
4	To work in a collaborative and supportive manner with Heads of Service and service managers in the Place and Community Directorate to identify and implement administrative process improvements and to provide business support capacity on a prioritised, planned basis.
5	To support a proactive, intelligence-led and outcome-focused approach to business support across the Council.
6	To manage team members effectively across different locations, and where they will be supervised on day to day basis within the teams that they support and to work with customer services to ensure cover during peaks and troughs.
7	To take a contributory role in identified areas service improvement projects that relate to business support activities.
8	To contribute to the development and maintenance of service improvement plans and related basic improvement project documentation, ensuring the recording of a baseline position, targets and progress against these for each project or initiative.
9	To participate in the recruitment of staff in accordance with the Council's policies.
10	To carry out any other relevant duties as may from time to time be assigned commensurate with the grade including those which are in the interest and/or improvement of the service, or in response to the exigencies of the service.
11	To effectively manage the Right to Buy Process, ensuring that applications are dealt with in a timely manner and meet all legislative requirements.



## **Scope**

The post holder will perform a contributory role in building an effective and efficient Business Support team to provide well-planned capacity where needed in the organisation. It will manage a team of business support officers who primarily support the Place and Community Directorate's services. It will also take a proactive role in identifying and implementing improvements to processes that are administratively focused. In doing so, they will work collaboratively across services and with all levels of staff.

## **Work Profile**

### **1. Strategy**

The post holder will also contribute to the Council's People Plan in terms of identifying training and development needs that should be addressed in order to improve the business support service. They will work with the Business Support Manager and Heads of Service to identify improvement activities within Place and Community that will improve service processes and the internal and external customer experience.

### **2. Performance**

The post holder will support the Business Support Manager in ensuring that the highest standards of internal customer experience are achieved and maintained, particularly when there are service pressures or time constraints. They will take a lead role in the delivery of key objectives, priorities and targets associated with continuous improvement of business support services and the associated processes and in developing a more evidence/intelligence-led approach. They will monitor and communicate performance of their team against a series of key performance measures, developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high performance standards.

### **3. Service Quality**

The post holder will have a supporting role in ensuring that the Council's image and reputation for excellent service and value is both maintained and



improved, through the delivery of a new business support function that upholds rigorous standards and adds value.

They will support the development of and monitor appropriate business support performance indicators.

They will support the development and implementation of excellent standards in terms of service delivery performance and professionalism.

#### **4. Resource Management**

The post holder has direct line management responsibility for posts. They do not have any budgetary responsibilities.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to individuals within their team and in order to undertake their own role.

#### **5. Supervision and Management**

The post holder has direct line management responsibility for posts.

#### **6. Culture**

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

#### **7. Communications**

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to customers.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Business Support Manager and Customer Experience & Communications Manager,



and Heads of Service as appropriate, detailing progress, risks to success and next steps.

## **8. Main Contacts Associated with Principal Duties**

The post holder will be in regular contact with the Business Support Manager, Heads of Service, Service Managers and their teams and members of their own business support team in order to develop and agree improvements to the business support service.

Less regularly, they will be in contact with partner agencies, Corporate Directors, the Chief Operating Officer, Elected Members and Human Resources.

## **9. Commitment**

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

## **10. Risk Management**

The post holder will be responsible for clearly identifying risks relating to standards within the business support service and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

## **11. Working conditions**

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

## **12. Equal Opportunities**

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.



### **13. Customer Focus**

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

### **14. Core Tasks**

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

### **15. Health & Safety**

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

### **16. Legislation**

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

### **17. Training & Development**

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

### **18. I.T.**

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

### **19. Creativity**

The post holder is expected to generate ideas and concepts relating to service improvements to enhance the internal and external customer experience. They will be solutions-focused and able to work with services, constructively challenging historic practices whilst keeping them engaged in



change. They will be expected to refer to the Business Support Manager routinely and certainly prior to implementing key changes.

## **20. Decisions and Consequences**

The post holder will generate ideas and suggestions for consideration by the Business Support Manager, Customer Experience & Communications Manager and the Head of Service. They will be at the forefront of organisational change in relation to the business support and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

## **21. Work Context**

The post holder will perform a contributory role in building an effective and efficient Business Support team to provide well-planned capacity where needed in the organisation. It will manage a team of business support officers who primarily support the Place and Community Directorate's services. It will also take a proactive role in identifying and implementing improvements to processes that are administratively focused. In doing so, they will work collaboratively across services and with all levels of staff.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

## **22. Physical Demands**

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.



## PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment  Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
<b>SKILLS AND KNOWLEDGE</b>  Technical knowledge and qualifications	Foundation Degree/ Diploma/ Level 4 qualification as a minimum or relevant experience together with an excellent standard of English (written and spoken)	X		A
	Excellent communication & presentation skills, both written and verbal	X		A, I
	Political understanding & sensitivity	X		A, I
	Knowledge of the information and data systems and applications used in a business support environment	X		A, I
	Experience of working in a busy business support environment	X		A, I
<b>Planning and organising work</b>	Ability to work to tight deadlines on a wide variety of tasks	X		A, I, T
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I
	Highly developed ability to identify, prioritise and manage tasks	X		A, I, T
<b>Planning capacity and resources</b>	Delivery of results under pressure	X		A, I, T
	Planning for long-term projects & deliverables	X		A, I



<b>Influencing and interpersonal skills</b>	Able to successfully demonstrate strong interpersonal and management skills	X	A, I
	Able to engage with colleagues and elected members effectively to ensure that issues are prioritised and resolved and queries answered with high customer satisfaction rates	X	A, I
	Able to engage with a range of internal and external stakeholders in the production of reports, information and communications.	X	A, I
	Capable of dealing with the public and representatives of private sector organisations with tact, and with firmness when required	X	A, I
<b>PROBLEM-SOLVING</b>  <b>Using initiative to overcome problems</b>	Ability to work across the Council's operations, to identify a range of appropriate solutions to issues and problems.	X	A, I
	Ability identify and implement solutions to issues and be a champion of change.	X	A, I
<b>Managing risk</b>	Ability to consider and assess risks associated with improving services and raising customer standards.	X	A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X	A, I
<b>Managing change</b>	Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X	A, I
	Ability to promote change in a positive manner to others	X	A, I
<b>ACCOUNTABILITY and RESPONSIBILITY</b>  <b>Undertakes tasks without supervision</b>	Ability to work independently and take ownership of key responsibilities of the post	X	A, I



<b>Other</b>	Commitment to Equality	X	A, I
	Commitment to Health & Safety	X	A, I
	Satisfactory Baseline Personnel Security Standard Check	X	<b>Document Checks (includes Basic DBS)</b>
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X	A, I



**COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:**

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**

**In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:**

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

**Other information**

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date