

Job Family	Business Support
Pay Range	Grade 09
Reference	BS09
Purpose	
To lead and/or provide organisational support functions within a professional service area within the Council.	
Service to Customers	
<i>Accountability</i>	<i>End Result</i>
Co-ordinate the day to day allocation of tasks to others.	Work is allocated and scheduled appropriately.
	Induction, training and mentoring of others are supported effectively.
	Allocated work is carried out to deadlines and to the required standards
Collate, record, analyse and interpret information / data to support business requirements using the appropriate systems. Produce reports / documents / recommendations and / or action results as required.	Information/ data are collated, recorded, processed and analysed, efficiently and accurately.
	Customer / stakeholder requirements are clarified
	Trends and issues are identified and documented.
	Accurate records / information /reports are provided in the format and to the timescales required.
	Statutory record keeping and procedural requirements are met.
Contribute to the maintenance, development and implementation of systems, procedures and / or policies within designated area	Changes to systems, policies and / or procedures are identified.
	All updates, amendments, developments are tested prior to delivery.
	Implementation is supported.
	Customers receive prompt, accurate policy / procedural updates.
Plan, organise and deliver own work to provide effective information and business support.	Work is completed on time and to the quality and standards required.
	Changes to priorities are accommodated.
	Excellent customer service is provided.
Provide advice and support to colleagues, customers / stakeholders. Receive, review and respond to queries / complaints within area of responsibility. Resolve where appropriate or escalate further as required.	Accurate, relevant advice, information and support are provided within area of responsibility.
	Queries / complaints are assessed and investigated. All required records are kept.
	Appropriate action is taken to resolve the issue or escalate as appropriate.
	Policy is accurately and appropriately applied.
	Risk to the service area / customers is

	minimised.
Create documents and other materials, and organise and support meetings and events to support the service area.	All documents /materials are produced according to procedure and to the required standards and timescales.
	Events and meetings are organised effectively. Minutes are taken and actions are chased as required.
Support the delivery of specialist areas of work to meet established operational targets.	Defined procedures are completed to time and standards required.
	Customer service is provided to the appropriate level.
Business Improvement	
Maintain and improve operational efficiency and quality of services provided, through recommending improvements in procedures/ process. Support the delivery of improvements in own area.	Improvement opportunities are identified and recommended.
	Agreed improvements are implemented.
	Changes are effectively communicated to others.
	Efficient office systems are developed and maintained.
Support projects as part of a project team. May co-ordinate activities within small projects.	Project tasks are delivered to agreed specification, timescales and budgets.
	All project documentation and reports are completed correctly.
Colleagues, Self and Partners	
Participate in own self development, in order to improve performance at work.	Participate in the Performance Development Review process.
	Keep records of achievements.
	Undertake learning activities as required.
Supports others in their development.	Contribute to the development of others (e.g. through sharing knowledge and skills acting as a coach or mentor, or providing feedback)
	Technical and procedural advice and support is given.
	Safe working practices are operated.
	Develop and / or deliver training on specific issues as required.
Work with colleagues / suppliers / other stakeholders to understand requirements / options within area of responsibility.	Requirements are clearly specified.
	Options / delivery capability is clarified.
	Relationships with stakeholders are developed.
Provide support to a corporate emergency response in exceptional circumstances.	Support is provided in response to a management request which is reasonable with regard to both the job and the job holder's circumstances.
Managing Resources	
Review own work to check for accuracy and completeness.	All work meets the required standards

Monitor and report on performance / service standards within area of responsibility as required. Identify any areas of concern, for further review by budget holders and / or manager.	Quality, performance and / or other management information is provided accurately to the required timescales.
	Supplier / delivery partner performance is monitored.
	Recommendations for further attention are made.
	Value for money is achieved.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of ourselves and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Process payments and other financial transactions. Monitor or process financial or budgetary information.	Correct financial procedures are observed.
	All transactions are processed and recorded correctly.
	Finances are appropriately and efficiently monitored.
Support the preparation of tenders and contracts under direction. Arrange with contractors / suppliers for work to be carried out.	Value for money is obtained.
	Procedures are followed and documents are prepared accurately.
	Appropriate levels of service are delivered on time, to budget and specification requirements.
Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility.	Work complies with all safeguarding policies and procedures that apply to the role.
	Behaviours and actions support the safeguarding of children, young people or vulnerable adults as appropriate.

Required Behaviours	Required Management and Leadership Behaviours
Customer and Community Focused	
<ul style="list-style-type: none"> • Being clear, honest and unambiguous. • Understanding the needs and managing the expectations of your 'customers'/the people you serve, both internal and external. • Doing what you say you will do, when you say you will do it and communicating the outcome. • Responding to colleagues and customers appropriately; acting courteously, respectfully and positively. • Listening to people and give correct, timely responses; knowing and understanding appropriate methods of communication. 	<ul style="list-style-type: none"> • Using customer focused outcomes to define tasks and plan service delivery. • Engaging in co-production of services – ensuring the voice of the person is heard and understood in service improvements. • Communicating the rationale and impact of decisions made to those affected. • Giving consistent, timely messages to staff to enable them to relay these onto teams/customers. • Understanding and responding appropriately to the political environment; being aware of how services can support the priorities of the administration.
Effective and Efficient	
<ul style="list-style-type: none"> • Using your initiative and innovation to solve 	<ul style="list-style-type: none"> • Encouraging staff to innovate and use their initiative; actively seeking out opportunities for service

<p>everyday problems.</p> <ul style="list-style-type: none"> • Being conscious of resources including physical resources and budgets and understanding how commercial principles can be applied to your role. • Working in an agile way – working where and how it works best for the service and, as importantly, for our customers. • Engaging with the council's priorities and ensuring your service is helping to achieve them. • Prioritising and co-ordinating work for self and others (where appropriate). • Taking responsibility for your own continuous personal and professional development. 	<p>improvement and efficiencies.</p> <ul style="list-style-type: none"> • Ensuring services operate within financial limits and applying commercial thinking to all decisions and activities. • Communicating and challenging all staff to think and act commercially. • Enabling and encouraging teams to work in an agile way as defined by the business need. • Ensuring staff can see the 'golden thread' from the corporate plan through the service plan to their own personal objectives and have protected time for their development. • Managing risk and balancing risk against the need to secure positive long-term outcomes. • Taking responsibility for the continuous personal and professional development of your team.
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Working Together

<ul style="list-style-type: none"> • Respecting others' points of view, taking time to listen and being open to change. • Being collaborative and working well with others in a spirit of trust. • Taking responsibility for your own actions and the impact they may have on others. • Putting forward your ideas to colleagues and managers. • Understanding the other service areas of the council and partners that may have an impact/influence on your work. 	<ul style="list-style-type: none"> • Being a role model for open honest relationships; providing an open environment where individuals know that their ideas and opinions matter and are appreciated. • Enabling, empowering, motivating and inspiring your team to develop productive relationships and connect with other people. • Managing the performance of staff and support their health and well-being. • Using a coaching methodology when managing staff/teams; creating opportunities for learning and development appropriate to their needs. • Using systems thinking approaches to service improvement.
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Fair and Transparent

<ul style="list-style-type: none"> • Following guidelines and processes appropriate to your role and service area and check you are using the most recent versions. • Using and sharing your knowledge and expertise to provide solutions; looking to improve everyday tasks. • Keeping up to date with service and wider Council developments. • Checking that your decisions are based on accurate and current evidence and that records of decisions are kept. 	<ul style="list-style-type: none"> • Defining and communicating what 'Good' looks like in your context/service area and then striving for continuous quality improvement. • Using and sharing data and intelligence to prioritise and plan. • Considering the political implications of your decisions and engage appropriately with councillors. • Promoting and understanding performance management and governance frameworks.
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Nature of Contacts

Provide support **and guidance** to internal customers up to senior manager level, providers, suppliers and other stakeholders.

Liaise with external contacts regarding operational delivery matters.

Liaise, communicate and build relationships with customers / providers / stakeholders **to offer advice and deal with queries or complaints. May involve dealing with challenging behaviour.**

Deal with people at all levels confidently, sensitively and diplomatically.

Communicate changes in policy and working practice to contacts.

Procedural Context

Monitor and evaluate performance, identifying issues that need to be escalated, ensuring all

parties are informed of work progress.
Make day to day decisions in response to changing circumstances. Use initiative to develop solutions to practical problems. Support and guidance / general supervision available as required
May involve a mix of short and long term projects requiring varying levels of responsibility.
May include financial reconciliation and processing of transactions.
Provide technical and procedural support to others
Key Facts and Figures
Mentor and support others as required to achieve work priorities and standards.
May have responsibility for data collection / financial transactions / monitoring.
Assist others to understand changes and developments in specialist area.

Knowledge, Skills and Experience
Practical experience acquired through a combination of training and on-the-job experience, demonstrating development through a series of progressively more demanding and relevant work roles.
Authoritative knowledge of relevant processes, systems, policies and procedures.
Good knowledge of other areas of the authority relevant to the service.
Excellent ICT skills - including use of Microsoft applications and specialist systems which support procedures and record keeping.
Excellent written and verbal communication skills and the ability to build relationships and influence others based on knowledge of the area. Proven ability to explain technical / specialist information in a way which a non-specialist can understand.
Good planning and organisational skills, with proven ability to prioritise workloads, monitor and evaluate work, to ensure deadlines are achieved.
Numerate and accurate with attention to detail.
Good problem solving and analytical skills.
Experience or training sufficient to ensure financial processing / budget monitoring is completed accurately.
Experience of contributing to projects as part of a team.
Indicative Qualifications
Educated to level 4 standard or able to demonstrate equivalent experience.
Relevant professional qualification or working towards this.
May require relevant certifications including evidence of fluency in English language.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.