

**Job Description**

**Job Title:** Business Support Officer

**Salary Grade:** Grade 4

**SCP:** 12-17

**Job Family:** Business Support

**Job Profile:** BS4S

**Directorate:** Strategy, Partnerships and Transformation

**Job Ref No:**

**Work Environment:** Office Based/Agile

**Reports to:** Business Support Operational Manager

**Number of Reports:** N/A

**Purpose:**

This is a senior Business Support supervisory role which includes co-ordinating a team under the direction of the Operational Manager. The role involves a broad range of specialist administrative duties and responsibilities, including where additional technical and service specific knowledge is required.

A detailed and in depth understanding of policies and procedures is required, to interpret information and provide advice to others.

A key feature of this role will be the ability to work on own initiative in a variety of locations as required by the Business Support Operational Manager, often at short notice and to demanding timescales. The role will also be required to cover for Senior Personal Assistants.

**Key Responsibilities:**

* Plan own workload and develop support activities for team members to align the volume of work and customer demand with the priorities established by the Business Support Operational Manager.
* Undertake a range of specialist clerical, financial or transactional functions to support the successful operation of the team.
* Resolve escalated issues from internal and external customers by using appropriate analysis and applying technical understanding, work practices and formulas.
* Ensure personal compliance with all regulatory and policy guidelines.
* Provide specialist advice, guidance and support to customers and managers.
* Regularly monitor and reconcile financial transactions, including customer and vendor accounts, potentially using several finance systems.
* Negotiate payment plans with customers who have outstanding debts with the council.
* Attend meetings in order to produce accurate minutes. Liaise with the chair to amend the minutes accordingly.
* Recommend changes to procedural or process issues.
* Contribute to projects, under direction, by collating information, providing analysis and supporting materials to develop and implement service improvements.
* Work on own initiative in a variety of locations as required by the Business Support Operational Manager, often at short notice and to demanding timescales.
* Delivery of coaching, training and review of team member’s activity to build internal capability and ensure that services are delivered to required standards.
* Act as a point of technical referral and quality assurance for the other team members.

Other duties

**Other Duties :**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council