



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Business Support Officer to the Head of Service/Corporate Director

GRADE: Band 5 (market forces up to Band 6 may apply - dependent on role)

RESPONSIBLE TO: Business Services Manager

Overall Objectives of the Post:

To provide a professional and confidential business support to the Head of Service/Corporate Director.

Key Tasks of the Post:

1. You will undertake a range of tasks to support the Head of Service/Corporate Director. You will:

- Provide excellent professional support that is highly valued by our internal customers and all other stakeholders.
- Provide a professional and confident first point of contact, representing the Head of Service/Corporate Director to internal and external individuals and organisations.
- Take initiative to include working with others and following up actions which may include working with others to complete tasks, all of which will advance the work of the Head of Service/Corporate Director.
- Think yourself in the role of the Head of Service/Corporate Director and plan diary accordingly.
- Forward plan, draft and deliver briefings to the Head of Service/Corporate Director based on anticipating needs.
- Represent and project the highest possible standards to all contacts, consistent with those expected of the Head of Service/Corporate Director.
- Demonstrate a high standard of written skills and command of the spoken word.
- Organise presentations, produce briefing notes and provide information for meetings.
- Liaise with services and external agencies to compile information and co-ordinate activities and events.
- Ensure the professional running of the Head of Service/Corporate Director's office is seamless and highly professional at all times.

2. You will work with and support the Head of Service/Corporate Director through effective and efficient communication. You will:

- Communicate information verbally and in writing both internally and externally, often as the first point of contact. This will require building a broad knowledge and understanding of services to ensure that information, meetings and contact requests are handled appropriately or redirected to the correct person.

- Communicate and build relationships with a range of different audiences, providing a high level of customer satisfaction.
 - Refer complex or specialist queries or issues to the appropriate person.
- 3. You will develop and maintain an understanding of the Council and the different expectations of customers. You will:**
- Keep abreast of organisational issues, demonstrating knowledge and understanding of the Corporate Vision and Strategy.
 - Assess and anticipate customer needs.
- 4. You will carry out efficient and accurate diary management to:**
- Achieve the best use of the Head of Service/Corporate Director's time.
 - Ensure the Head of Service/Corporate Director is well equipped for meetings.
 - Ensure meetings are held within the required timescales.
 - Enable the Head of Service/Corporate Director to have planning time.
- 5. You will undertake effective Governance of meetings. You will:**
- Produce and co-ordinate the production of agendas.
 - Collate and distribute information for meetings.
 - Ensure that paperwork is prepared and organised, as necessary, for the Head of Service/Corporate Director prior to each meeting.
 - Arrange meetings ensuring that all aspects of hospitality are attended to and presentation equipment is in place where required.
 - Attend and support meetings, including minute taking, as requested.
 - Book conferences, travel and accommodation as needed.
- 6. You will build and maintain an effective document management system to:**
- Manage an effective 'brought forward' system, ensuring items are dealt with by the appropriate date.
 - Check progress of action plans from meetings etc.
 - Chase progress of specific documents/requests for information.
 - Deal efficiently with all correspondence, ensuring urgent matters are promptly referred and dealt with, including preparing draft responses, as appropriate.
 - Maintain the Head of Service/Corporate Director's email account ensuring that correspondence is acknowledged and then distributed to the relevant officer for appropriate action.
 - Acknowledge complaints and enquiries from customers, MP's and elected Councillors and co-ordinate draft responses.
- 7. You will be responsible for developing your work programme. You will:**
- Plan and organise your workload ensuring work is completed to a high standard, on a timely basis.
 - Demonstrate total professionalism, propriety and value diversity.
 - Make a positive contribution to team working.

8. You will be responsible for making a corporate contribution. You will:

- Provide support to the Corporate Team where necessary, ensuring adequate cover arrangements.
- Understand the Council's vision and priorities and how your role contributes to them.
- Relate your work to colleagues and managers across the Council.
- Embody the attitude, views and passion of a rapidly changing, progressive organisation.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: JM/KDS

Date: 25/09/2019