

**Job Description**

**Job Title:** Senior Business Support Officer

**Salary Grade:** Grade 6

SCP: 22-25

**Job Family:** Business Support

**Job Profile:** BS5

**Directorate:** Corporate Services

**Job Ref No:**

**Work Environment:** Office Based/Agile

**Reports to:** Business Support Operational Manager

**Purpose:**

To support the Business Support Service by co-ordinating a team, leading on a specialist area, and undertaking technical work under the direction of an Operational Manager.

**Main Duties and Responsibilities:**

This is a senior role which involves leading on a range of complex business support functions and responsibilities.

This is not a comprehensive list of all the duties/responsibilities which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

* Work closely with Operational Managers and have responsibility to develop excellent relationships with internal and external customers, including development of improved information, advice and guidance supporting self-service and utilising e-solutions / digitisation / automation.
* Act as the lead for an allocated specialist area (current areas are set out in the Appendix), which typically includes:
	+ Development and maintenance of excellent internal and external relationships, to meet desired service expectations and standards,
	+ Working directly with ICT and external specialist software providers,
	+ Overall lead specialist for ICT system(s) including development, configuration, user acceptance testing, administration, training of users and super users, and GDPR compliance,
	+ Representation at internal & external forums or groups, attending regional workshops & seminars,
	+ Performance management & analytical data (both qualitative and quantitative),
	+ Provide specialist advice, guidance and support,
	+ Staff supervision.

The allocation of areas can change at the discretion of the service and all Senior Business Support Officers will be flexible in meeting the needs of the service.

* Undertake technical Business Support work.
* Supervise the work of Business Support employees.
* Act as a point of technical referral & quality assurance for team members.
* Provide advice and guidance to service areas and customers.
* Motivate and develop employees to achieve objectives and outcomes.
* Coaching, training and review of team member’s activity to build internal capability and ensure that services are delivered to required standards.
* Any other duties commensurate with the role and grade.

**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.
* Comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
* Act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
* Comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* 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.

**Appendix**

**Current Specialist Areas**

Sunderland Traded Services (for Council & TfC)

Lead responsibility for: internal and external relationships, working directly with external specialist software provider, finance leads, school business managers and other external customers. Overall lead specialist for the system including training of users and super users, setting up SLA products & services for annual buy back, ensuring system is GDPR compliant, management of new accounts, terminations, changes from maintained to academy settings, expertise in invoicing and billing. Representation at benchmarking groups, attending regional workshops & seminars, performance management & analytical data (both qualitative and quantitative), system development including support around marketing & sales campaigns and staff supervision.

Sunderland SEND (for Council, TfC & SCAS)

Lead responsibility for: internal and external relationships, work directly with external provider, ICT and internal customers/users. Overall lead specialist for the system including periodic upgrades, training of users and super users, ensuring system is GDPR compliant, setting up Joint Working Protocols with trading organisations, internal and external communications, expertise on creation & deletion of accounts/departments, performance management including analytical data, contribute to business improvement by reviewing outputs, influencing service areas to move to alternative digital mail (email, text), suggesting and implementing changes to in-house systems and processes to improve mail efficiency & cost. Maintain training material for the Admin and User Portals and staff supervision.

Records Management & Incoming Mail Solutions

Lead responsibility for: internal and external relationships, work directly with external providers and internal customers. Overall lead specialist on the internal Records Management System and external Records Management System including involvement in system upgrades, training of users, monitoring expenditure and income with retrievals, setting up Joint Working Protocols, performance management including analytical data and staff supervision. Lead on the identification, implementation and ongoing development/delivery of an automated/digital incoming mail solution including possible procurement, gathering council wide intelligence to ensure the appropriate set up of inbound mail and evaluate where mail can be interfaced into existing document management systems.

Finance including Direct Payment, Direct Payment Managed Accounts & Validation

Lead responsible for: internal and external relationships. Overall lead specialist on the processes including involvement in system upgrades, training of users, setting up Joint Working Protocols, Independent Scheduled Payments, Community Based Payments, management of Direct Payments & Direct Payment Managed Accounts (including paying pension contributions and HMRC rebates), Direct Payment Validation, performance management including analytical data and staff supervision

Registrars & Bereavement & Housing Allocations

Lead responsibility for: internal and external relationships. Overall lead specialist on customer journey improvements and processes, liaising with Registration Manager, Bereavement Manager, Coroner & Housing Officers regarding support requirements. Overall specialist with system upgrades, training of users, setting up Joint Working Protocols. Monitoring tasks such as administration of burials, cremations and inquests, ensuring the Housing Register is up to date, nominations made in line with agreed criteria, co-ordinate changes linked to Sunderland Homes allocations process including digitising the housing application form, performance management including analytical data and staff supervision.

Corporate Support & Land Charges

Lead responsibility for: internal and external relationships, undertake the co-ordinator role within Corporate Services for Business Continuity, the annual service planning process, responses to Questions for Council, MPs\Member enquiry log, maintaining the Delegated Decision Register & the Employee Protection Register, the Link Officer for allocating & closure of FOIs & the H&S rep. They will also support the day to day provision of the Land Charges service including commercial and residential searches, performance management including analytical data and staff supervision.

Corporate Support & Revenues & Benefits

Lead responsibility for: internal and external relationships. Overall lead specialist on processes including involvement in system upgrades, training of users, setting up Joint Working Protocols, specialist for Council Tax, Housing Benefit, Council Tax Support, & Business Rates scanning & indexing, Council Tax Direct Debit administration (cancels, amends & recalls), recast payments for Direct Debit plans including exception reports, work with Public Health specialists to ensure tasks and outputs are achieved, lead on processes, system changes & training for the PA hub as well as performance management including analytical data and staff supervision.