Post title	Business Support Officer
Division / Section	Customer
Department	Resources
Responsible To	Business Support Team Manager
Number of post holders	TBC
Acting up/ Secondment	No

Purpose of Job

The Business Support Service provides comprehensive and flexible business support across the corporate functions of the organisations and to the four localities. The Business Support Officer will be responsible for the line management of business support staff and ensuring that support is delivered to our customers and service users.

MAJOR TASKS/JOB ACTIVITIES

Provide a reliable business support service through a variety of formats including; telephone, face to face, email, and online.

Prioritise, supervise and workload manage work tasks and work schedules for the Business Support staff and Modern Apprentices.

Work proactively to facilitate business support to the full range of services and activities.

Develop customer relationships (internal and external) to support business support and maintain a high standard of service delivery to customers.

Deliver business support to customers and service users within the operating principles of business support.

Work within a team of business support staff dealing with customer's issues and service requests through provision of information, administrative support or progressing requests to wider council services.

Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.

Use appropriate systems to process service requests or updates for wider council services.

In conjunction with business support staff promote an integrated and consistent Council-wide approach to business support services supported by the appropriate governance arrangements and processes.

Work with the Business Support staff to support new initiatives and the strategic direction of the Council and ensuring that all business support services are planned in a consistent manner in accordance with the Council's strategic objectives. In addition develop systems to maintain and monitor quality standards particularly in relation to data quality in order to provide high quality management and statistical information.

Identify and evaluate the risks associated with customer contact services and take appropriate action to control / mitigate the risks.

Supervision and Management of People
(Numbers and type of staff)

The Business Support Officer will be responsible for the line management of up to 15 staff including Modern Apprentices. The post is required to take on responsibility for the leadership and development of these staff, including consideration of succession planning and resilience to ensure business continuity. The post will have responsibility for staff supervision, recruitment and development and performance of all roles in their span of management as well as deputising for the business support team manager.

Creativity and Innovation

The post will require creativity in solving a range of customer contact problems and issues.

Create solutions to a range of financial, procedural, performance and resource problems ensuring maximum efficiency in the use of streamlines processes.

This post will be required to develop and revise business processes to improve service standards.

Contacts and Relationships

The Business Support Officer will be expected to liaise regularly and have ongoing contact with members of the public dealing with their various enquiries about Council services.

The post will be required to develop an understanding of the services being delivered and supported by business support services.

The post will have a range of contacts, both internal and external, reflecting the varied nature and diversity of Council services and will resolve a range of issues some of which will be complex or contentious.

The post will represent the Council to a range of external stakeholders, and should present a positive impression of the Council.

Decisions (Discretion)

The post will make a range of decisions relating to the provision of business support services.

The post will resolve issues relating to service provision.

The post will ensure relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately.

The post will make recommendations for improvement on issues identified through statistically and financial reports.

Decisions (Consequences)

The post will ensure; all relevant details are accurately collated and recorded, locate information required, and provide clear and comprehensive responses which meet the needs of customers.

The post determines the most appropriate method of dealing with customers and ensures that the enquiry is dealt with appropriately.

The post ensures that work is kept up to date and work is prioritised.

Resources

The post will have shared responsibility for a number of systems and data.

The post ensures that all data, records, and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

The post will ensure issued IT equipment is appropriately managed.

The post will facilitate the provision and management of appropriate office facilities for our customers where required.

Environment – Work demands

The post will work with minimal supervision and will be responsible to Business Support Team Manager.

Environment – Physical

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

The post will be expected to handle and manage conflicting priorities and challenging situations following appropriate guidelines and procedures.

Knowledge and Skills

The post will require knowledge and skills in a range of business support tasks at SVQ3 (or equivalent).

A broad knowledge of local government and other relevant legislation and Council Policy related to the service areas being supported, relevant computer systems and an understanding of business support.

The post should be able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information.

Experience of working in an office environment with a demonstrated ability to meet targets is essential.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to take care for their personal health and safety and that of others who may be affected by their actions or inactions. The post is therefore required to carry out duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. The post is required to advise his/her line manager if he/she become aware of any unsafe practice or condition or if they have any other safety concerns and should comply with accident and near-miss reporting procedures.

If the post supervise, manage or lead other staff, they are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. The post will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. The post will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns they identify or that are brought to their attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure
(Attach structure - specific to area of operation).