# Job description

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| Job Title:  | Senior Business Support Officer |
| Business Unit: | Children’s Services |
| Commissioning Area: | People |
| Responsible To: *(day to day issues)* | Team Leader |
| Accountable To: *(line manager)*  | Team Leader |
| Salary Grade: *(Spinal column points only)*  | Spinal Column point: 7 - 11 |

## Key Purpose of Job

* 1. Assisting the Team Leader to collate, provide and develop management information within Children’s Services to assist managers in improving service delivery.
	2. To provide effective administrative support for a team.

## Anticipated Outcomes of Post

* 1. To aid the Team Leader with the provision of timely, reliable, accurate and useful management information for the team.
	2. Effective administrative support will enable colleagues to improve outcomes for children, young people and families and opportunities for learners and staff in schools.

## List Key Duties and accountabilities of the post

To carry out a wide range of administrative tasks, including:

* Ordering materials for the team.
* Typing and distributing documents and letters.
* Arranging travel and accommodation for team members.
* Assisting with the production of resources.
* Organising meetings, distributing agendas and taking minutes.
* Dealing with general enquiries and taking messages.
* Assisting with the organisation of both local and national conferences and events
* Developing and maintaining a wide variety of office systems.
* Responsible for safeguarding and promoting the welfare of children at all times

**Data and Information Management**

* To assist the Team Leader with the collection, inputting, reporting and analysis of data and information supporting the management of the team.
* To take responsibility for specific projects and data returns, such as collecting, processing, validating and reporting information. Records, activities and related issues such as risk assessments and transport arrangements are generated and kept efficiently and appropriately.
* To attend meetings and accurately relay and record relevant data and information. To share outcomes with team members as appropriate.

**Resources**

In conjunction with the Team leader, to:

* Organise the purchase of resources and maintain up to date inventory lists.
* Ordering materials through POP (the Council’s Purchase Order Processing system) for the team.
* Arrange for the maintenance of the office and develop the office layout to utilise space and equipment most effectively.
* Suggest and implement improved work methods and systems in the office.

**Personnel**

To assist the Team Leader in the recruitment of staff by:

* Producing and despatching information packs, job descriptions and person specifications.
* Taking up references
* Appointing in collaboration with the Senior Business Support Officer and Human Resources
* Arranging interviews including the organisation of venues, selection panels, travel arrangements, interview expenses etc.

## Examples of the typical types of problems and decisions the post will be required to make

* 1. Gaining approval for and advertising a post at short notice, by liaising with HR and Team Managers.
	2. Looking at financial data and using it to prepare summary sheets that may contain information not readily available on the Council’s financial system (FIMS), thereby ensuring that the reported budget positions are accurate.
	3. Attending a meeting on a colleague’s behalf, presenting their views and summarising the issues and outcomes in a brief report when back in the office.

## Budgetary / Financial Responsibilities of the Post

* 1. Supporting the Team Leader in monitoring and reconciling divisional budgets.
	2. Working with budget managers to prepare and action changes. To answer related queries from both internal and external colleagues.
	3. Use of the Council Financial Information System (FIMS) to enable the raising of orders and invoices as directed.
	4. Issuing petty cash to officers and ensuring that all cash issued complies with standing orders and financial regulations
	5. To obtain general financial information for team members as requested.
	6. To assist with the training of team members in their effective use of the FIMS system.

## Supervision / Line Management Responsibilities of the Post

* 1. Day to day supervision of Business Support Officer(s)

## Working Environment and Conditions of Post

* 1. Normal working environment and conditions

## Physical Demands of the Post

* 1. Normal physical demands

## Specific Resources used by the post

* 1. Computer, printer, photocopier.

## Key Contacts and Relationships

* 1. External – A variety of educational establishments such as schools, academies and colleges. Council members, business partners and members of the public.
	2. Internal - Maintaining good working relationships with a wide range of council employees the post holder will come into contact with.
1. Other Duties
	1. Responsible for safeguarding and promoting the welfare of children at all times.
	2. Your current work base is xxxx however you may be required to provide support in other areas within CS as required.
	3. Any other duties as commensurate with the level of the post.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to access a government system such as HMRC, DWP or The Public services network (PSN) as part of your role with the Council you will be required to complete a basic disclose with your line manager before you can access these systems.Your manager will be required to complete a verification form that confirms your identity, nationality and immigration status, employment history and unspent convictions (third party).
* As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Disclosure & Barring Service before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.
* Torbay Council is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo the checks appropriate to the post applied for.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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| Job title  | Business Support Officer |
| Business Unit  | Children’s Services |

## Skills and effectiveness

### Essential skills and effectiveness

1. High degree of accuracy and attention to detail
2. Ability to organise own workload
3. A strong customer focus
4. Ability to analyse key data (including financial data) and extract relevant evidence to make sound judgements and produce reports.
5. Effective communication skills – having the ability to convey information clearly and politely
6. Ability to work on own initiative
7. To maintain confidentiality
8. A willingness to work flexibly
9. Ability to meet deadlines
10. To work with others as part of a team
11. Possessing a logical and methodical approach to work

### Desirable skills and effectiveness

1. Experience of supporting senior staff on a day to day basis

## Knowledge

### Essential knowledge

1. Experience of working with a range of IT software including Microsoft Office (Word, Excel, Outlook) and Internet Explorer.

### Desirable knowledge

1. Knowledge of Capita software such as SIMS
2. Knowledge of Council financial systems
3. Knowledge of Local Government policies and procedures
4. Working knowledge/understanding of current Children’s Services issues and initiatives
5. An understanding of school systems and procedures

## Experience and achievements

### Essential experience and achievements

1. Experience of working within a team
2. Experience of working in a busy office using a range of administration procedures
3. Experience of dealing with a range of enquiries both on the telephone and face to face
4. Experience of finding solutions to resources that ensures continuity of service provision.

### Desirable experience and achievements

1. Experience of working in a multi agency setting.
2. Experience of working in an educational environment
3. Experience of supervising members of a team

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. O Level/GCSE standard (or equivalent) in English and Mathematics.

### Desirable qualifications/professional memberships

1. Educated to A Level standard or equivalent such as NVQ 2/3 in Business and Administration.
2. European Computer Driving Licence
3. RSA Stage 2 or equivalent
4. Customer Care Qualification

## Essential – Other requirements of the job role

* Demonstrates a commitment to safeguard and promote the welfare of children and young people
* Ability to travel efficiently around the Bay/South West/UK in order to carry out duties