



Role Profile

Job Title: Senior Business Support Officer	Grade: CFL 5	Role Profile: SBC_10092
Directorate: Service Delivery	Job Family: Customer & Business Services	Date Prepared: 15 October 2014

Role reports to:

Business Support Team Leader (BSTL) or in the absence of a BSTL, then to the Service Manager. Where this job description refers to BSTL, at sites where no BSTL exists, then the support is to the Service Manager.

Job Purpose:

The Senior Business Support Administrator (SBSA) will support the Business Support Team Leader (BSTL) in the management and undertaking of service delivery in line with local Service Level Agreements or any agreed Customer and Business Services service delivery framework.

Service delivery will be achieved by managing priorities and the resource of a team of business support administrators, and where necessary, drawing on expertise from across the wider talent pool that makes up Customer and Business Services.

Assist with the management of the team's daily workload, distributing work tasks as required, with particular responsibility for assisting with the monitoring of team performance in line with any service specific and/or Business Support Service Level Agreements (SLA's) and any agreed Performance Indicators (PI's).

Assist with recruitment, training and coaching members of the team as required, to deliver the administrative service and allow them to develop their skills and roles as appropriate whilst still ensuring that services are delivered. Also, where applicable, have responsibility for mentoring apprentices and offering guidance towards them completing their NVQs.

Work proactively with authority personnel to provide a flexible business support service and encourage more efficient and cost-effective processes to deliver cost savings to the business.

Deal with day to day HR matters such as sickness absence recording, holidays and simple performance management issues. Complex and serious HR issues to be escalated to the BSTL.

Keep abreast of business support administrative tasks, processes, procedures and responsibilities, with particular responsibility for assisting with the production and updating of any local work instructions.

Flexibility to work within and support other business support service areas as required where your skills, expertise and knowledge can be utilized.

Develop functional expertise in core tasks, to be able to assist in providing resilience, and to carry out

quality monitoring.

Support the BSTL and local H&S Advisors in promoting and maintaining a safe workplace.

Where the team has responsibility for providing budgetary support to the SBC Service Head, then the SBSA is also expected to have a good understanding of financial monitoring and reconciliation.

Key Accountabilities:

- Assist with the management of work allocation across the team to achieve any agreed task service delivery levels.
- Keep abreast of business support administrative tasks, processes, procedures and responsibilities in all service areas supported with particular responsibility for assisting with the production and updating of any work instructions.
- Monitor team absence levels and trigger appropriate action where necessary in line with SBC guidelines.
- Responsible for team staffing levels to maintain service delivery, authorising the team(s) annual and flexi leave requests. Serious staffing level issues to be escalated to the BSTL.
- Undertake team one to one meetings, return to work interviews, monthly team meetings and contribute to 6-monthly reviews and appraisals in line with SBC guidelines.
- Manage and address any personnel matters in a timely manner, capturing and recording information and keeping HR or management aware as appropriate. Serious issues to be escalated to the BSTL.
- Manage team's training and development needs and provide support and guidance as required.
- Assist the BSTL to review staff cross training ability and schedule training as required to ensure there are suitable numbers trained within Business Support to deliver the service.
- Work with the local council personnel and help to produce, maintain and distribute the service area processes and procedures.
- Produce, maintain and distribute processes and procedures relating to Business Support as and when changes arise.
- Review current working practices and make recommendations, proactively promote and take ownership, with the support of the BSTL, for improvements to service delivery.
- Where necessary, provide accurate and timely weekly and monthly reports on team performance, progress, issues and successes to the BSTL.
- Communicate company and or service delivery information to your team in a timely manner.

Supplementary Accountabilities:

1. Participation in ad hoc projects/working parties as determined by SBC needs.
2. Assist with the management of Health & Safety within the team, supporting any local H&S Advisors.
3. Contribute, with ideas and suggestions, towards cost savings and efficiencies.

Job Scope: Number and type of jobs managed:

On a day to day basis, to assist in the management of a team of Business Support Administrators, with team sizes ranging from 6 to 12, which may include apprentices and work experience staff.

Job Scope: None

Budget: Where the team has responsibility for managing budgets on behalf of the Service Head, then the SBSA will be expected to have a good working knowledge of the appropriate financial procedures.

Assets: Where the BSTL has responsibility for managing facilities on behalf of the Service Head, then the SBSA will be expected to have a good working knowledge of the appropriate procedures.

Person Specification	
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Qualifications:	<p>NVQ Level 3 or above in Business Administration. GCSE (Grade C or higher) in one or more of the following: English Language, I.T, Mathematics or in the absence of formal qualifications, relevant work experience.</p> <p>Experience of using on a daily-basis, computerised systems: including MS Office, Excel, Word, Outlook & any in house systems.</p> <p>Excellent customer service skills and interpersonal skills, with attention to detail in delivering administrative tasks.</p> <p>Excellent office administration experience including compiling document and reports in both Word and Excel and using databases to collate data.</p>
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Person Specification:		
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	Essential Skills	Desirable Skills
Qualifications:	Recognised business qualification e.g. NVQ Level 3 or above.	Relevant supervisory or management qualifications.
Skills / Experience:	<p>Ability to manage, motivate and train team(s) to a high standard of work delivery.</p> <p>Ability to learn quickly and undertake tasks efficiently and accurately, working to tight deadlines.</p>	Experience of working in or managing Local Authority multi business support services.

	<p>Ability to review business end to end processes and identify efficiencies.</p> <p>Ability to work with customers to identify priorities and to develop resilience within the team to deliver on these priorities.</p>		
Disposition:	<p>Good communication and interpersonal skills.</p> <p>Excellent customer service.</p> <p>Flexible approach to work duties and the ability to work well within a team.</p>		

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date:

Line Manager's Signature

Print Name:

Date: