

Job Description

Department: Strategic Resources

Division/Section: Business Support

Job Title: Business Support Co-ordinator

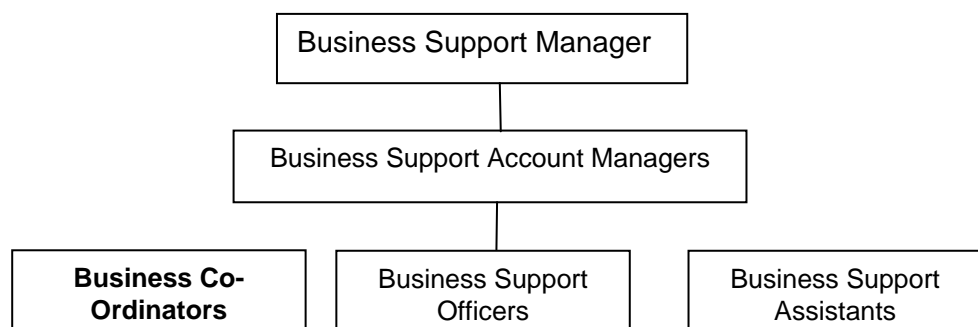
Post No:

Grade: Grade 8

Reports to: Business Support Account Manager

Organisation Chart:

Show immediate manager and any jobs reporting to this post, including grades.



CRB Check applicable?

Standard Enhanced None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes No

Line Management responsibility for:

No. of direct reports: None

No. of indirect reports: None

Size of budget: Not applicable

Job Purpose:

- Provide high quality and comprehensive business support to Departments, using technology as necessary.
- Contribute to the effective and efficient operation of the Service.
- The scope of the post requires the post holder to use own initiative in prioritising their own and the team's workload.

Main Duties and Responsibilities:

1. Process, identify and respond to internal and external communications
2. Maintain and assist with the development of information systems and related procedures
3. Organise and present information in a variety of formats.
4. Arrange, co-ordinate meetings and events

5. Diary management
6. Support and take accurate records of complex meetings.
7. Produce, verify and dispatch information within agreed deadlines.
8. Contribute to planning and organising your own and team work load.
9. Organise information systems in support of own work and team activities.
10. Contribute to and work with the team work to ensure service delivery priorities are met.
11. Assist with monthly reconciliation of budget/balance sheets, including use of the Oracle Financial System
12. Maintain accurate financial records either through the use of spreadsheets or a database.
13. To use financial management systems to produce financial and management information and advice to business support clients.
14. Identify and agree own training and development needs with manager in line with Service Targets
15. Assist with identifying areas for improvement by continuous monitoring and evaluation of processes and procedures
16. Create, maintain and enhance constructive working relationships with team members, other members of staff, outside organisations, elected members and members of the public.
17. Participate in appropriate aspects of training and personal development, using all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service line with corporate, departmental and divisional Business Plan and service priorities.

Generic Matrix Profile

COMMUNICATION

Oral Communication

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

In addition, the role holder receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey information to others.

Written Communication

The role holder receives, understands and conveys straightforward information in a clear and accurate manner.

In addition, the role holder receives, understands and conveys information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

TEAM WORK AND MOTIVATION

Main Focus: *The role holder is required to:*

- be supportive and encouraging of others in a team
- help to build co-operation by setting an example and showing a flexible approach to delivering team results
- contribute to building team morale as an active participant in the team.

Important Requirements: *The role holder is also required to:*

- clarify the requirements
- help the team focus their efforts on the task in hand and motivate individual team members.

LIAISON AND NETWORKING

The role holder is required to carry out standard day to day liaison using existing procedures in order to:

- ensure dissemination of information in the right format to the right people at the right time
- build relationships and contacts to facilitate future exchange of information.

The role holder is also required to participate in networks within the Council or externally in order to:

- ensure dissemination of information in the right format to the right people at the right time
- build relationships and contacts to facilitate future exchange of information.

SERVICE DELIVERY

The role holder is required to:

- deal with internal or external contacts where the service is usually initiated by the role holder, working within the institution's overall procedures or policies
- understand and explore customer's needs
- adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

DECISION MAKING PROCESSES

The role holder is required to:

- take independent decisions which have a moderate impact
- be party to some collaborative decisions which have a significant impact, working with others to reach an optimal conclusion
- provide advice or input to contribute to the decision making of others which have a moderate impact.

PLANNING AND ORGANISING RESOURCES

The role holder is required to:

- plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis
- plan and manage small projects, ensuring the effective use of resources
- receive information from and provide information to others to complete their planning
- monitor progress against the plan.

INITIATIVE AND PROBLEM SOLVING

Main Focus: *The role holder is required to:*

- use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches
- identify and assess practical options
- break the problem down into component parts.

Important Requirements: *The role holder is also required to resolve problems where there is a mass of information or diverse, partial and conflicting data, with a range of potential options available.*

ANALYSIS AND RESEARCH

Main Focus: *The role holder is required to:*

- analyse routine data or information using predetermined procedures and gathering the information from standard sources
- work accurately to complete the task precisely as specified.

Important Requirements: *The role holder is also required to:*

- identify an appropriate existing method of analysis or investigation according to the data and objectives
- recognise and interpret trends or patterns in data.

SENSORY AND PHYSICAL DEMANDS

The role holder is required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

WORK ENVIRONMENT

The role holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.

TEAM DEVELOPMENT

The role holder is frequently required to advise or guide new starters working in the same role or unit on standard information or procedures.

The role holder is occasionally required to:

- train or guide others on specific tasks, issues or activities
- give advice, guidance and feedback on the basis of their own knowledge or experience
- deliver training.

TEACHING AND LEARNING SUPPORT

The role holder is required to provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures.

KNOWLEDGE AND EXPERIENCE

The role holder is required to:

- apply working knowledge of theory and practice, sharing this knowledge with others as appropriate
- demonstrate continuous specialist development by acquiring relevant skills and competencies.

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 28/01/09 **COMPLETED BY:** Karen Harrington

Person Specification

JOB TITLE: Business Support Co-Ordinator **POST NO:**

GRADE: 8 **DEPARTMENT:** Strategic Resources

HOURS: TBC - depending on assignment

DIVISION: Business Support **DIRECTOR:** John Harrison

DATE: 28/01/09 **COMPLETED BY:** Karen Harrington

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> Understanding of the need for accurate information systems Understanding of Local Government 	
SKILLS & ABILITIES	<ul style="list-style-type: none"> Ability to produce accurate financial and other information using computerised and manual systems Demonstrate a pro-active approach to written and verbal communications Ability to work flexibly to meet the needs across the service Ability to take minutes of complex meetings and produce accurate records Able to balance and prioritise service with conflicting needs Effective numeracy skills 	
EXPERIENCE	<ul style="list-style-type: none"> Admin/business support experience in a complex environment 	
QUALIFICATIONS	<ul style="list-style-type: none"> GCSE/A levels or equivalent 	Degree in business related area
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Able to work flexibly to meet the requirements of the post and the exigencies of the service. 	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*