Job Profile

Position Details	
Post	Business Support Officer
Service Area	Customer, Transformation and Resources Corporate and Customer Services / Business Support
Reports to	Business Support Team Leader
Grade	Scale 5
Job Family	To be completed by HR

Role Purpose
Haringey operates a centralised business support delivery model which enables us not only to provide the Council with an effective and efficient service but also fosters our ambition to develop a highly skilled, flexible and agile workforce. We work to high quality standards that embrace an ethos of right first time, every time. All staff will be expected to exhibit the competencies detailed in the Person Specification and to deliver services in line with our expected behaviours: • Ambitious • Accountable • Human • Professional

Main Responsibilities

1. To provide professional business support that facilitates the delivery of frontline services and the council priorities.
2. To ensure the delivery of an effective and efficient service within timescales and in line with corporate and service policies and operating guidelines
3. To work in partnership with services to ensure that any issues are identified and quickly addressed.
4. To champion continuous improvement to ensure that services are efficient as possible.
5. To be responsible for delivering, to a high standard, the full menu of business support service activities as defined by the Councils operating model to ensure effective operation of the service and meet statutory requirements. This includes, but not limited to;
    o Document Management
       Including assembling electronic and hard copy papers for meetings including photocopying, pagination and presentation
    o Administration
       Including collection, input and keying of data into databased and systems including transfer from paper documents.
       Booking travel and interpreters

Updating and validating system data to ensure accuracy of information
- o Supporting Council IT, Finance and HR processes
  Including the raising of purchase orders and dealing with supplier enquiries
- o Supporting meetings
  Including booking rooms and required resources including equipment, facilitators, trainers and speakers.
  Providing minute taking support for key statutory and operational meetings
- o Data entry to council systems
- o Complaints and FOIs

6. Proactively develop skills, knowledge and abilities in delivering generic and service specific support functions to increase the flexibility and ability of the service to be deployed across the Council
7. Be aware of policies, procedures and statutory legislation that impacts the role and services it supports. Regularly update that knowledge in order to give correct service information and advice and allow job rotation as required
8. Organise and prioritise own workload, renegotiating targets/deadlines as conflicting demands necessitate.
9. Carry out all accountabilities to agreed SLA and in compliance with the Council's Policies and Procedures.
10. Liaise effectively, professionally and co-operatively with Business Support staff and service users, always presenting an efficient image of Business Support.
11. Provide cover for colleagues and undertake any other work assigned consistent with the duties and responsibilities of an agile workforce.
12. Maintain accurate and effective communication with line management (to include the provision of reports and presentations) ensuring that they are regularly appraised of planned changes and developments

Generic Responsibilities

13. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
14. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
15. Knowledge and experience of using IT.
16. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Working knowledge of the Microsoft Office suite of products	E
Knowledge of the IT based systems in use within the Council for general and specialist functionality and how they support service delivery	D
Strong written and verbal communication skills	E
Knowledge of Council services and the role they play in meeting needs of the community	D

Experience of providing excellent business support functions, ideally in a complex or regulated environment delivering high quality services	D
Ability to work under pressure and respond effectively to rapidly changing priorities and deadlines	E
Ability to maintain simple information, recording and filing systems (manual and computerised)	E
Ability to enter, collate, compile and distribute information (including statistical data) consistently and effectively using a variety of methods best suited to meet client outcomes	D
Experience of delivering service improvements through a programme of continuous improvement	D
Experience of working as part of a team	E
Experience of responding to simple enquiries such as requests for information of complaints.	D

Main Contacts & Other Information
Main Contacts: Service Users Senior Business Support Officers Team leader Service Managers Partner agencies Residents

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				N/A
Will the post holder be responsible for contract / agency / project staff?				N/A

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.
If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	90%	Use of a computer.	Yes	90%
Audio typing.	No		Crisis or conflict situations.	No	
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:

N/A

Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:

N/A

Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:

N/A

Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:

N/A

Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:

Will be working with the Council's IT systems that support service delivery

Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:

N/A