

# Job Profile

Position Details	
Post	Senior Business Support Officer
Service Area	Shared Service Centre / Business Support
Reports to	Business Support Team Leader
Grade	SO1
Job Family	Business Support

Role Purpose
<p>Haringey operate 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.</p> <p>The Shared Business Support Service work to high quality standards that embrace an ethos of right first time, every time.</p> <p>The Senior Business Support Officer works in a team providing a range of professional business support services to selected Council business units, acting as a knowledge champion for their area of expertise.</p>

Main Responsibilities
<ol style="list-style-type: none"> <li>1. To provide expert business support on complex issues to a range of departments and services across the Council.</li> <li>2. Ensuring the delivery of an effective and efficient service within required timescales and in line with corporate and service policies and operating guidelines.</li> <li>3. To work in partnership with services to ensure that any risks, issues or opportunities are identified and quickly addressed.</li> <li>4. To champion continuous improvement to ensure that services are efficient as possible.</li> <li>5. Responsible for delivering, to a high standard, the full menu of business support activities as defined by the operating model to ensure effective operation of the service. This includes, but not limited to; <ul style="list-style-type: none"> <li>• Document Management Including dealing with more complex document management issues and providing support and guidance to Business Support Officers.</li> <li>• Administration Including the analysis and reporting on system data to inform service delivery. Drafting, publishing and managing business support content on the council intranet or website.</li> <li>• Supporting Council IT, Finance and HR processes</li> <li>• Supporting meetings</li> <li>• Data entry to council systems</li> </ul> </li> </ol>

<ul style="list-style-type: none"> <li>Complaints and FOIs</li> </ul>
6. Provide effective business support to meet the statutory and operational requirements of front line services
7. 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
8. Maintain a wide knowledge of policies, procedures and statutory legislation for the functional area which they support and to regularly update that knowledge in order to give professional and timely information and advice to services and act as service champion.
9. Act as mentor to Business Support Officers providing advice, support and coaching.
10. Carry out all business support activities to the agreed Service Level Agreement and in compliance with the Council's Policies and Procedures.
11. Liaise effectively, professionally and co-operatively with Business Support staff and service users, always presenting an efficient image of Business Support
12. Provide cover for colleagues and undertake any other work assigned consistent with the duties and responsibilities of an agile workforce.
13. Maintain up to date knowledge to ensure the effective operational support of IT packages and systems used within the services being supported.
14. Identify opportunities to eliminate waste, stop non value adding activities and maximise the potential of simplified and shared ways of working.
15. Contribute to the development of and implementation of service improvements, through independent working and by leading, and participating in, task and finish groups.
16. Deputise for the Business Support Team Leader as required.
17. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
18. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, i.e. Hazardous materials and relevant processes/legislations etc
19. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
20. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
21. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential/ Desirable
<p>Knowledge/Skills</p> <ul style="list-style-type: none"> <li>Working knowledge of the Microsoft Office suite of products</li> <li>Knowledge of the IT based systems in use within the Council for general and specialist functionality and how they support service delivery</li> <li>Strong written and verbal communication skills</li> <li>Strong problem solving skills</li> <li>Experience of supporting change and efficiency initiatives.</li> <li>Knowledge of council services and role they play in meeting needs of the community.</li> </ul> <p>Abilities/Experiences</p>	

<ul style="list-style-type: none"> <li>• Experience of providing excellent business support functions ideally in a complex or regulated environment delivering high quality services</li> <li>• Ability to work under pressure and respond effectively to rapidly changing priorities and deadlines.</li> <li>• Ability to maintain complex information, recording and filing systems (manual and computerised).</li> <li>• Ability to enter, collate, compile and distribute information (including statistical data) consistently and effectively using a variety of methods best suited to meeting client outcomes</li> <li>• Experience of IT systems and how they support service delivery</li> <li>• Experience of improving service delivery through a programme of continuous improvement.</li> <li>• Effectively working as part of a team.</li> <li>• Experience of responding to more complex enquiries from the public e.g. repeated service failures, or enquiries that require investigation.</li> <li>• Ability to provide advice and coaching on business support functions and key service information and policies.</li> <li>• Experience of keeping up to date with key service and policy information.</li> </ul>	
---	--

Dimensions & Main Contacts
<p><u>Dimensions:</u></p> <p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> <li>1. Service users</li> <li>2. Business Support Officers</li> <li>3. Team leader</li> <li>4. Team managers</li> <li>5. Partner agencies</li> <li>6. Residents</li> <li>7. Corporate Partners</li> </ol>

Organisational Structure
Attached – Appendix One

## 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?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

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		Use of a computer.	Yes	
Audio typing.			Crisis or conflict situations.		
Walking more than a mile.			Manual handling.		
Working alone or in isolation.			Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.		
Working shifts / unsocial hours / nights.			Working at heights / on ladders, roof work.		
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

<b>Resources</b> – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
None
<b>Cash/Financial Resources</b> - 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:
None
<b>Plant/Equipment</b> - 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:
None
<b>Stocks/Materials</b> - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
None
<b>Data Systems</b> - 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.
<b>Buildings</b> - 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:
No