Job Profile

Position Details	
Post	Business Support Officer
Service Area	Shared Service Centre / Business Support
Reports to	Business Support Team Leader
Grade	Scale 5
Job Family	Business Support

Role Purpose
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. The Shared Business Support Service work to high quality standards that embrace an ethos of right first time, every time. The Business Support Officer works as part of a team providing a range of professional business support services to selected Council business units.

Main Responsibilities

1. To provide professional business support that facilitates the delivery of frontline services and the council priorities.
2. Ensuring the delivery of an effective and efficient service within required timescales and in line with corporate and service policies and operating guidelines.
3. To work in partnership with services to ensure that any risks, issues or opportunities are identified and quickly addressed.
4. To champion continuous improvement to ensure that services are efficient as possible.
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;
   - Document Management
     Including assembling electronic and hard copy papers for court including photocopying, pagination and presentation.
     Preparing packs for key statutory and operational meetings.
     Retrieving information for subject access requests.
   - Administration
     Including collection, input and keying of data into databases and systems including transfer from paper documents.
     Booking travel and interpreters.
     Updating and validating system data to ensure accuracy of information.
   - Supporting Council IT, Finance and HR processes

Including the raising of purchase orders and dealing with supplier enquiries.
- • Supporting meetings
Including booking rooms and required resources including equipment, facilitators, trainers and speakers.
Providing minute taking support for key statutory and operational meetings.
- • Data entry to council systems
- • Complaints and FOIs

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. Be aware of policies, procedures and statutory legislation that impacts on your role and the services you support. Regularly update that knowledge in order to give correct service information and advice and allow job rotation as required
9. Organise and prioritise own workload, renegotiating targets/deadlines as conflicting demands necessitate.
10. Carry out all accountabilities 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 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
14. Actively support continuous improvement by identifying service issues, threats and opportunities/improvements. Contribute to the development of and implementation of service improvements.
15. Understanding, knowledge and ability to follow guidelines that ensure compliance to Health and Safety at Work, Data Protection and other statutory requirements.
16. Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, i.e. Hazardous materials and relevant processes/legislations etc
17. Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
18. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
19. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

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

Abilities/Experiences
- Experience of providing excellent business support functions ideally in a complex or regulated environment delivering high quality services
- Ability to work under pressure and respond effectively to rapidly changing priorities and deadlines.
- Ability to maintain simple information, recording and filing systems (manual and computerised).
- 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
- Experience of IT systems and how they support service delivery
- Experience of delivering service improvements through a programme of continuous improvement.
- Effectively working as part of a team.
- Experience of responding to simple enquiries from the public such as requests for information or complaints

Dimensions & Main Contacts

Dimensions:

Main Contacts:

1. Service users
2. Senior Business Support Officers
3. Team leader
4. Team managers
5. Partner agencies
6. Residents

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.		

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
None
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:
None
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:
None
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:
None
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:
No