



# HILLINGDON

LONDON

## Job Profile template Employee

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<b>JOB TITLE:</b>	Business Support Officer
<b>GRADE:</b>	Scale 6
<b>POST NO:</b>	TBC
<b>JOB TIER:</b>	5
<b>DBS CHECK:</b>	Dependant on Service Area
<b>DIRECTORATE:</b>	Corporate Services
<b>SERVICE:</b>	Resident Hub

### REPORTING STRUCTURE

<b>Reports to:</b>	Business Manager
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	May be asked to oversee Apprentices

### ROLE PURPOSE:

Delivery of complex high quality technical administrative support to different services across the Council. To show flexibility in adapting to delivery of different functions at a variety of locations, to meet varying demands. Meeting performance targets and embedding a culture of 'Putting our residents first' where continuous service improvement is maintained.

# Job Description

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## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Respond to customer queries and escalate issues to Business Managers and professional workers.
- Commitment to the highest level of service delivery
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.

## 2. People Management

- May be asked to support training of other colleagues and to support care leavers, Project Search interns and Apprentices.

## 3. Operational Service Delivery

- Provide skilled and flexible administrative support across the Council, adapting to peaks and troughs of work in any location as required.
- Work as part of a multi-disciplinary team, meeting tight deadlines and committed to high standards of customer care.
- Contribute to delivering excellent service by suggesting improvements to work practices.
- Work within Directorates and across service areas, promoting a positive image of the service.
- Provide financial administrative support to the service area.
- Produce reports, analysis, and statistical information as required.
- Handle routine and complex telephone enquiries, taking accurate messages or responding appropriately.
- Support Business Managers to ensure compliance with all corporate requests.
- Manage a wide range of enquiries with minimal supervision.
- Manage telephone service requests and arrange appointments for officers.
- Undertake any duties commensurate with the general level of the post.
- Be aware of new legislative changes and identify implications for business processes.
- Provide advice to other staff.

- Use relevant systems to provide information in response enquiries.
- Implement new systems for effective and efficient processing of work.
- Ensure compliance with new and existing processes and procedures.
- Resolve complex financial queries and ensure appropriate financial controls are adhered to.
- Ensure compliance with Financial Regulations regarding budget commitments and payments.

#### **4. Service Planning & Development**

- Seek improvements to processes and procedures, recommending these to management.
- Undertake training in new tasks, software, procedures, and initiatives.
- Maintain and manage records and due dates of all governance processes.

#### **5. Financial & Resource Management**

- Demonstrate cost-consciousness and identify cost-effective changes to own way of working.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

#### **6. Service Improvement**

- Undertake training of staff and in duties performed.
- Seek improvements to processes and procedures.
- Implement new ways of working with colleagues and across services.

#### **7. Contacts**

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- Contacts include internal and external customers, elected members, corporate management teams, heads of service, senior managers, staff, other local authorities, and outside bodies.

#### **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

## 9. Key Performance Indicators

- Meeting performance targets.
- Continuous service improvement.
- Customer satisfaction.
- Compliance with financial and operational procedures.

## Person Specification

This person specification will be used for recruitment to this vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b> (list)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Minimum 5 GCSE level pass including Maths and English, or equivalent	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required.	✓	
Maintain confidentiality at all times.	✓	
<b>3. EXPERIENCE</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Experience of supporting a multi-disciplinary teams with comprehensive technical administration services (including meeting arrangements, minute taking, and database/system administration)	✓	
Experience of prioritising high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines	✓	

Experience of developing and maintaining good working relationships with clients, senior colleagues and Members of the Council.	✓	
Experience in managing high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines.	✓	
Experience of communicating with members of the public/clients effectively	✓	
Experience of dealing sensitively with members of the public in a variety of situations	✓	
Experience of streamlining and process mapping tasks	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b> (list)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Excellent ICT skills including Word, Excel and Google Docs, and an understanding of case/data management systems	✓	
Understanding of Business Improvement (BID) and its implications for the wider team and applying service review methodology		✓
Ability to use financial systems i.e. Oracle	✓	
Keeping up to date with service specific legislation	✓	
Assist project manager to deliver projects within their service area.	✓	

## **Our values**

### **Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

### **Collaborative**

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

### **Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

### **Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

### **Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.