



Job Description (for Peterborough employed Business Officer)

Department:	Children's & Safeguarding
Division/Section:	Business Support
Job Title:	Business Officer
Post No:	
Grade:	Grade 5
Reports to:	Senior Business Officer
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Strategic Business Support Manager</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Business Development Co-Ordinator</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px; text-align: center;">Senior Business Officer</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Business Officer</div>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/> X
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> X
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	N/A

Job Purpose:	<p>To provide and own administrative support within the Service and where required across the organisation.</p> <p>To contribute to the effective running of the office, setting up and maintaining systems and processes</p> <p>To support and liaise with customers on behalf of the service, in relation to service delivery or financial expenditures.</p>
---------------------	--

Main Duties and Responsibilities:

Business Delivery:	<ul style="list-style-type: none"> • Undertake daily activities as directed by the service • Provide flexible cover for other service when required • Adhere to business processes to achieve a quality and consistent service • Share best practice • Support changes that impact the Business Support workforce • Ensure an accurate, confidential and effective service by maintaining systems and security of information in accordance with the policies and procedures of the City Council and relevant legislation
Customer Service:	<ul style="list-style-type: none"> • Proactivity deal, provide solutions and signpost incoming communication by liaising with staff, families and professionals to provide information, advice or support, as directed by the service. • Record, investigate and sensitively resolve customer enquiries, through to solution and referring complex matters to line manager for advice where appropriate • Support and advise teams and colleagues and impart knowledge and expertise • Provide constructive challenge as appropriate • Support the cultural change within Business Support
Team Support:	<ul style="list-style-type: none"> • Support the service with organising, co-ordinating and where required minute meetings to ensure timely and appropriate action • Provide support to services following correct processes • Support service/ team work activity, initiatives and events ensuring active participation • Gather data as requested by the service and where possible provide analysis • Report to the SBO on relevant issues relating to the business • Provide support to managers with self-service systems • Facilitate the service induction process • Undertake bookings relevant to the team
Communication:	<ul style="list-style-type: none"> • Communicate messages clearly and appropriately • Attend team/ service meetings • Work with key partners such as CCC as appropriate
Financial Support:	<ul style="list-style-type: none"> • Carryout/support all financial activities within service area • Reconcile spends against expenditure • Adhere to CCC financial policies • Support and help the service to manage and forecast year end expenditure • Actively promote cost effective expenditure in accordance with Council Budget requirements • Contribute ideas and efficiencies to deliver savings

General Business:	<ul style="list-style-type: none"> • Support audits, inspections, reviews and new operating systems as and when required • Advise and inform others on matters relating to own job or section or directorate • Work across the directorate as required. • Ability to travel
Generic Responsibilities:	<ul style="list-style-type: none"> • 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. • The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
Flexibility Clause:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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.

Person Specification

JOB TITLE: Business
Officer

GRADE: Grade 5

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Demonstrable experience of working in a business support environment • Knowledge and understanding of any relevant legislation appropriate to key area of service expertise, such as GDPR • Understanding of customer care principles 	<ul style="list-style-type: none"> • Knowledge of effective communication principles • Knowledge of Peterborough City Council's policies and procedures
SKILLS & ABILITIES	<ul style="list-style-type: none"> • IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information • Good interpersonal, listening and communication skills with evidence of ability to provide a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners • Good organisational and administrative skills with the ability to plan and organise in the most effective way, managing own priorities and leading others. • Ensures targets and deadlines are met, by prioritising to meet deadlines whilst maintaining good standards • Numeracy with the ability to work accurately with financial and numerical information • Resilience with the ability to work in a challenging and demanding environment • Positive approach to change 	<ul style="list-style-type: none"> • Interpret and explain complex issues with the ability to communicate clearly and concisely to a variety of audiences, internally and externally by a variety of methods • Decision making with the ability to provide advice to managers regarding decisions required • Committed to ongoing personal and role development.

EXPERIENCE	<ul style="list-style-type: none"> • Office administrative experience, working in an environment where attention to detail is very important. • Experience of using spreadsheets, databases, word processors, and a range of computer applications • Record keeping & ability to maintain accurate data 	<ul style="list-style-type: none"> • Experience of stakeholder working and experience of working across services and/or with external services • Experience of using spreadsheets, databases, word processors, and a range of computer applications • Experience of working with finance systems and keeping accurate financial records • Experience of working in the local authority sector
QUALIFICATIONS	<ul style="list-style-type: none"> • General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard. 	<ul style="list-style-type: none"> • IT qualified to CLAIT/IBT2/RSA /ECDL standard • NVQ in Business Administration
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Ability to travel between locations in Peterborough, Cambridgeshire, regionally and less frequently nationally. 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A & I) 	