

# Job Description

**Job Role: Business Support Officer**

**Service: Business Support**

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC5
Location:	Flexible
Responsible to:	Business Support Team Leader

## Main purpose of the role

To contribute to the Business Support function by providing administrative and clerical assistance to enable efficient commissioning and service delivery, ensuring that resources are optimally allocated to support all age commissioning, social care finance and deputyship service.

The role will include providing a high standard of customer service, acting as a first point of contact to known clients, and liaising with the Head of Service for Living Well for any advice and support should complications arise.

Business Support will be integrated within the service to maintain an agile and responsive support system that can quickly adapt to changing demands and emerging needs in the service.

Key Duties and Responsibilities – Customer Service	Frequency of Task
<input type="checkbox"/> Provide a timely and courteous virtual reception for callers, responding to routine and non-routine telephone and email enquiries, and ensuring correspondence is escalated as needed to the appropriate staff. This will include dealing with confidential and sensitive information.	<input type="checkbox"/> Daily
<input type="checkbox"/> To maintain confidentiality and discretion when handling sensitive information, understanding the importance of compliance with GDPR.	<input type="checkbox"/> Daily
<input type="checkbox"/> To support efficient service delivery, ensuring high standards of work output in accordance with current regulations, legislation, and council standards.	<input type="checkbox"/> Daily



Key Duties and Responsibilities – Business Systems and Business Management	Frequency of Task
<input type="checkbox"/> To operate within systems and procedures and promote the business support role, in line with best practice.	<input type="checkbox"/> Daily
<input type="checkbox"/> To manage effective and efficient maintenance of inboxes, calendars and tasks within agreed timescales using platforms like Microsoft Office.	<input type="checkbox"/> Daily
<input type="checkbox"/> To develop and maintain a solid level of understanding of the requirements across all age commissioning and social care payments and deputyship service, in order to cover business support functions across all services as required.	<input type="checkbox"/> Monthly
<input type="checkbox"/> Progress work activities within specific tasks or projects as directed by line manager and / or other Heads of Service and Service Managers to contribute to the effectiveness of the service.	<input type="checkbox"/> When required
<input type="checkbox"/> Convene and prepare team-business meetings, statutory meetings and other complex meetings including room bookings, video-conferencing access, collation of agenda items and reports. Taking minutes as required, including the distribution of relevant documentation. Liaising with internal and external agencies regarding attendance.	<input type="checkbox"/> Daily
<input type="checkbox"/> Organise and create presentational materials, reports, documents, in accordance with statutory regulations to meet the business requirements.	<input type="checkbox"/> Daily
<input type="checkbox"/> To liaise with internal and external agencies, statutory services and voluntary organisations to ensure appropriate attendance at statutory and complex, informing them in advance whether confidentiality statements, lobbies, or recordings will be used, explaining their purposes and to ensure the dispersal of appropriate other information.	<input type="checkbox"/> Daily
<input type="checkbox"/> Pre-define with the chair the type of minutes required, and whether formal recordings can be applied.	<input type="checkbox"/> Daily
<input type="checkbox"/> To attend and minute statutory and complex meetings to enable the constitution of formal records, ensuring an accurate account is captured.	<input type="checkbox"/> Daily



<input type="checkbox"/> Ensure the appropriate distribution of meeting minutes to the relevant agencies and service users under the guidance of data protection policies.	<input type="checkbox"/> Daily
<input type="checkbox"/> Carry out data input to corporate and directorate databases and systems, in line with procedures and data quality standards, ensuring that information and data is collected and recorded accurately, thus enabling the production of reliable analyses and reports.	<input type="checkbox"/> Daily
<input type="checkbox"/> To regularly assist in the preparation of reports; extract, collate and prepare numerical and other data, for performance management and benchmarking for consideration by senior managers, and assist in service development and quality assurance projects or events.	<input type="checkbox"/> When required
<input type="checkbox"/> Manage incoming post, scanning letters and emailing onto the appropriate person(s) destroying the original and maintaining the confidentiality of the document.	<input type="checkbox"/> When required
<input type="checkbox"/> Manage outgoing post, by preparing a front letter, and delivering by either post-room or email as instructed, and detailing action taken within the client's case file. Maintaining the confidentiality of the document.	<input type="checkbox"/> When required
<input type="checkbox"/> Undertake progress chasing and deadline monitoring to ensure the maximum efficiency of the service.	<input type="checkbox"/> Daily

Key Duties and Responsibilities – Teamwork	Frequency of Task
<input type="checkbox"/> Progress work activities within specific tasks or projects as directed by line manager and / or other Heads of Service and Service Manager in the service to contribute to the effectiveness of the service.	<input type="checkbox"/> When required
<input type="checkbox"/> To take full responsibility for mandatory and ongoing learning as required for the post.	<input type="checkbox"/> Monthly
<input type="checkbox"/> To work as part of a fully supportive team to work with colleagues to provide an effective service.	<input type="checkbox"/> Daily
<input type="checkbox"/> To undertake any other business support functions as requested and is reasonable by managers to support the service.	<input type="checkbox"/> When required



<input type="checkbox"/> Carry out any reasonable tasks as directed by the line manager and be deemed within the remit of the post.	<input type="checkbox"/> When required
<input type="checkbox"/> The post holder will promote the council's Health & Safety work policies and ensure that these are implemented effectively within their areas of responsibility.	<input type="checkbox"/> Daily
<input type="checkbox"/> The post holder will be required to comply with organisation's policies and procedures.	<input type="checkbox"/> Daily

Key Duties and Responsibilities - Commissioning	Frequency of Task
<input type="checkbox"/> Assist with the administration of the commissioning cycle, including supporting events and forums, provider contract monitoring and collating key performance indicators.	<input type="checkbox"/> When required
<input type="checkbox"/> Collate, analyse, and present data to support commissioning decisions, including performance monitoring of commissioned services.	<input type="checkbox"/> Monthly
<input type="checkbox"/> Act as a point of contact for providers, partners, and stakeholders involved in commissioning, ensuring timely communication and information sharing.	<input type="checkbox"/> Daily



# Person Specification

Requirements	Essential or Desirable	Identified by  A – Application I – Interview
<b>Qualifications and Training</b>		
<input type="checkbox"/> GSCE (or equivalent) English and Maths, Grade C or above.	Essential	A, I
<input type="checkbox"/> Willingness to undertake training to meet the needs of the service and support self-development.	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<input type="checkbox"/> Front line/customer service experience, with a commitment to delivering high quality services.	Essential	A, I
<input type="checkbox"/> Delivering a range of administrative tasks, including organising meetings and note taking.	Desirable	A, I
<input type="checkbox"/> Experience of working with confidential/commercially sensitive documentation, working within corporate requirements and adhering to current GDPR guidelines.	Essential	A, I
<b>Skills and Abilities</b>		
<input type="checkbox"/> To manage and prioritise own workload adhering to deadlines, remaining calm under pressure.	Essential	A, I
<input type="checkbox"/> Competent organisational skills with an ability to produce high quality work within agreed timescales.	Essential	A, I



☐ Strong communication skills, maintaining confidence and adhering to best practice in customer service standards.	Essential	A, I
☐ A strong attention to detail, ensuring accuracy of own work.	Essential	A, I
<b>Requirements</b>	<b>Essential or Desirable</b>	<b>Identified by</b>  <b>A – Application I – Interview</b>
☐ Strong note taking skills with an ability to sustain lengthy periods of concentrated sensory attention.	Essential	A, I
☐ Demonstrate strong team working skills, supporting other teams across the function as required.	Essential	A, I
☐ To be able to use a range of Microsoft packages and have good computer skills.	Essential	A, I
☐ To be agile with a willingness to change tasks to meet the needs of the service, with a positive, can-do attitude.	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.



