


GLPC Job Description

	Job Title	Senior Business Support Officer
	Directorate	Children & Young People
	Department	Education, Partnership and Strategy
	Grade	PO1
	Reports to	CYP Business Support and Income Generation Manager
	Staffing Responsibility	Business Support Officers x 9

Job Purpose:

- To support the delivery of efficient administration support within a department, identifying and implementing improvements as required to achieve this.
- Line management of Business Support Officers, with a strong emphasis on excellent performance and efficiency.
- To provide efficient and professional day to day administration support to the allocated CYP service.
- To ensure effective financial administration within Business Support functions, ensuring invoices and payments are processed and financial allowances are paid in accordance with Council policies and procedures.

Principal Accountabilities and Responsibilities:

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead Business Support staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations.
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
7. Lead CYP business support teams to ensure services across CYP have access to high quality business support, managing workloads for Business Support Officers as appropriate to meet demands through the creation and maintenance of efficient administration systems and processes.

8. Build effective working relationships with staff at all levels within the Council, especially Service Managers and Heads of Service to ensure the delivery of high-quality business support.
9. Build effective working relationships with partner agencies and suppliers to ensure the delivery of high-quality business support.
10. Ensure high quality and professional communications from business support teams for all internal and external customers by taking responsibility for all queries and ensuring they are resolved to an appropriate solution.
11. Responsible for the ownership and oversight of all administration tasks that are required to ensure t departments run smoothly, ensuring they achieve a successful conclusion.
12. Have oversight of all financial administration within Business Support functions, ensuring invoices and payments are processed and financial allowances are paid in accordance with Council policies and procedures.
13. Support the CYP Business Support and Income Generation Manager to manage allocated budgets effectively, ensuring staffing remains within establishment levels and there is regular oversight on related budgets in other service areas which have a risk of overspending.
14. Promoting the “Self-Serve” ethos across departments and to customers which enhances the efficiencies of services delivered.
15. Ensuring the sharing of best practice with peer groups as appropriate.
16. Compile scheduled and ad-hoc reports as required to a high standard.
17. Identification and implementation of service improvements and efficiency initiatives, including policies, procedures, processes and better use of systems.
18. Provide business support to senior managers (Directors & Heads of Service) as and when required and deputise for the CYP Business Support and Income Generation Manager as required.
19. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.
20. Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection and health and safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
21. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
22. Undertake any other duties commensurate with the level of responsibility of this post.

DBS Status	Yes
Politically Restricted	No

Person Specification

All criteria are essential	To be identified by: Application Form(A) Test/assessment (T) Interview (I)
Qualifications and Professional Membership requirements:	

Knowledge (please specify all essential criteria):	
<ul style="list-style-type: none"> Evidence of relevant continuing professional development Good knowledge of standard Office packages e.g. Word, PowerPoint, Outlook and Excel, and the ability to expand the knowledge of others Good technical knowledge to be able to use document management and financial systems. Good working knowledge of processes required to meet legislation, policies and standards of Local Government. Good knowledge of the principles and practice of effective people management and excellent customer service. 	A,I A,I A,I A,I A,I

Experience (please specify all essential criteria):	
<ul style="list-style-type: none"> Experience of using and adapting defined administrative and business processes including computerised finance, staffing and case file management systems to meet the service's needs and giving guidance on them. Significant experience and competency of using standard Office Packages and ensuring others use to a high standard in the business support team. Experience of leading and providing business support in a busy environment. Experience of prioritising and managing own workload and that of others in a busy environment Previous experience of staff supervision and line management of staff. Demonstrable experience of accurate and timely data input and data management ensuring accuracy and confidentiality to enable the production of high-quality reports and analysis. Some experience of report writing Demonstrable experience of acquiring expertise and understanding of a business to deliver across a busy and complex working environment. Substantial experience of working in an information sensitive environment. Demonstrable experience of building and maintaining good working relationships across and within services, working flexibly to ensure business support meet the individual needs of services. 	A,I A,I A,I A,I A,I A,I A,I A,I A,I A,I

Skills and abilities (please specify all essential criteria): <ul style="list-style-type: none"> • Ability to manage people and performance, addressing poor performance quickly and effectively as and when required. • Able to use information systems and databases to record service information and generate reports required by the service including financial data and information. • High standard of proven administrative skills, including minute taking. • Ability to manage a complex and demanding workload of self and others, prioritising tasks to achieve service aims and performance targets. • Ability to communicate effectively in oral and written form with a wide audience including Council staff, members of the public and outside organisations. • Ability to identify and undertake rational solutions to complex tasks and issues. • Demonstrable ability of actively look for ways of improving services and outcomes for internal and external customers. • Highly organised, with an excellent attention to detail, a self-starter with strong time management skills, is flexible and has excellent multi-tasking skills to meet tight and conflicting demands and deadlines in a busy working environment. • Exceptional team player who supports other Senior Business Support Officers. • Ability to see the “bigger picture” and to understand the tasks and actions required at all levels to achieve this. 	A,I A,I A,I A,I A,I A,I A,I A,I A,I A,I
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List desirable criteria: <ul style="list-style-type: none"> • Experience of working in a children social care setting. • Ability to manage discrete projects 	A, I A, I
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