

Business Support Officer

Reports to:	Business Support Officer		
Department:	Forward Planning, Performance and Partnerships	Grade:	Scale 6
DBS Status:	None required	Politically restricted:	No
Job Purpose:			
<ul style="list-style-type: none"> To provide efficient and professional day-to-day administrative support to the Children, Young People and Community Development (CYPCD) department. To provide comprehensive administrative and business support to ensure the smooth operation of services across the department. 			
Values			
<p>Collaborate proactively – Work in Teams, Support Lead inclusively – Promote Equality, Celebrate Diversity Embrace change – Be Flexible, Embrace Change Be bold and curious – Improve continuously, Think Forward Celebrate and share our success - Recognise</p>			
Job specific roles and responsibilities			
<ol style="list-style-type: none"> Act as the team's first point of contact within the Business Support Team, maintaining professional communications with internal and external stakeholders by taking responsibility for all incoming post, calls and emails handling them as appropriate. Provide comprehensive administrative support, including scheduling meetings, preparing papers and taking accurate minutes. Manage financial administration such as raising purchase orders, processing invoices and handling client payments in line with council financial procedures and processes. Monitor shared mailboxes to ensure timely responses and compliance with statutory deadlines. Maintain and update spreadsheets and records, producing scheduled and ad-hoc reports as required. Liaise effectively with internal departments and external providers, resolving queries and escalating issues when necessary. Prepare and manage files for internal and external viewing in line with Data Protection requirements. Handle sensitive information confidentially and reconcile petty cash where appropriate. Identify process issues, share best practice and promote a self-serve culture across the department. Carry out duties in line with Council policies—including Customer Care, Equalities, Information Governance, Health & Safety—and contribute to environmental sustainability goals. Complete, update and maintain spreadsheets, provide reports and assist in compiling information such as statutory returns. 			

12. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
13. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. Excellent standard of education including Maths and English at GCSE or equivalent.
2. Good working knowledge of processes required to meet legislation, policies and standards of Local Government.

Experience

3. Experience of following and adapting administrative processes to meet the service's needs.
4. Experience of providing business support in a busy environment.
5. Demonstrable experience of accurate and timely data input and data management ensuring accuracy and confidentiality.
6. Significant experience of and competency in using standard Office Packages.
7. Demonstrable experience of acquiring expertise and understanding of a business.
8. Substantial experience of working in an information-sensitive environment.
9. Experience of using defined business processes and giving guidance on them to colleagues.
10. Experience of minute taking.

Skills and Abilities

11. Proficient in using standard IT and Office applications (e.g., Word, Excel, PowerPoint) and able to navigate databases and information systems to record data and produce reports.
12. Able to manage a varied and demanding workload, prioritising effectively to meet deadlines and performance targets.
13. Strong written and verbal communication skills, with the ability to engage confidently with staff, partners, and the public.
14. Able to analyse information and apply logical problem-solving to complex tasks.
15. Demonstrates a proactive approach to improving processes and enhancing service delivery.
16. Highly organised, detail-focused, and able to multitask in a busy environment.
17. Works effectively as part of a team, contributing positively to shared goals.
18. Strong time management and multi-tasking skills to meet tight deadlines
19. Exceptional team player

Budget Responsibility and Overall Headcount - None

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs