**Job and Person Profile (JPP)**

**The position described is what you would be working towards while you complete your apprenticeship.**

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| **Job details** |
| **Job title** | Business Support Officer |
| **Job Reference** | 16462 |
| **Grade and Salary** | 2 - £22,366 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Social Care Family Support, Business Support West |
| **Location** | West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Fixed Term Apprenticeship - (For up to 18 months)** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

To undertake a comprehensive range of administrative duties to support the efficient delivery of services within the West Business Support Team.

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| **Typical responsibilities of a role at this level** |

**Processes and Procedures**

* Administer business processes and procedures.
* Organise meetings, booking rooms and equipment, inviting attendees, collating and circulating meeting papers, handouts, taking minutes etc.
* Monitor budgets within agreed procedures as directed by line manager. This could include checking and banking money, issuing receipts, petty cash, processing invoices, maintenance of accounts etc.
* Place orders for supplies and services and maintain stock levels.
* Provide a range of information, research and reports in support of your service area as required, this may include processing financial or statistical information and the use of specific IT systems and databases.
* Contribute to the design and development of specific administrative systems and associated databases or spreadsheets.
* Develop expertise and knowledge of administrative systems within own service area.

**Customer Service**

* Provide an efficient and customer focused first point of contact.
* Provide information about your service area to internal and external customers and provide appropriate contacts for callers needing these services and/or other Council services.

**Communication and team working**

* Contribute to team meetings.
* Contribute to internal or external communications, e.g. drafting various documents, creating promotional literature or presentations, this may include using PowerPoint, web-based tools etc.
* Provide advice to colleagues on routine procedures or policies including on-the-job training and explaining how to undertake specific tasks.
* Share knowledge and expertise to improve administrative processes across business support attending and participating in corporate reviews and meetings.
* Provide cover for team members.
* May act as champion or mentor for others in an agreed area e.g. HR Self Service, Web or Information Agents etc.

**General Office Duties**

* Provide an efficient administration, secretarial and/or financial support service, this may include supporting specific teams, meetings or groups. In some jobs this may also include audio typing services.
* Draft and send routine correspondence.
* Administer group email boxes.
* Maintain office records and filing systems, including electronic systems.

**Level of Autonomy and Decision Making**

* Work is predominantly covered by guidelines and procedures but you will be expected to use initiative e.g. when resolving enquiries or prioritising your work.
* You will report to a supervisor / manager who will be available for direction and guidance on more difficult problems.

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| **About the team**  |

Children’s Social Care and Early Help teams have a positive impact on the most vulnerable children and families in Suffolk and Business Support Team work closely with them to help them to achieve their goals.

If you would like to use your administrational skills to make a difference in people’s lives, then this could be the role for you.

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| **What you will be expected to deliver in the role** |

Working as part of a team you will:

* act as the first point of contact on the telephone for members of the public and professionals getting in touch with the teams you support.
* update and upload information to our case management database.
* arrange meetings between staff, other professionals, and families.
* place orders with suppliers to support the work of the teams.
* carry out the usual range of administrational tasks that you would expect in a busy office.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. NVQ level 2 in an appropriate subject i.e. Business Administration or Customer Services or equivalent knowledge and experience.
2. NVQ level 3 in an appropriate subject or equivalent knowledge and experience. (Desirable)
3. European Computer Driving License (ECDL) or equivalent. (Desirable)
4. Good standard of literacy and numeracy required.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Demonstrates self-awareness and aims to improve their work.
8. Committed to working as part of a team.
9. Flexible in approach to meet the demands of the post and team.

**Specialist knowledge skills and experience**

1. Demonstrable experience in a range of office and financial procedures.
2. Ability to plan and organise own workload, taking responsibility for delivery of tasks. Where appropriate, support colleagues in managing their workloads.
3. Good working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc.
4. Accurate keyboard skills for use in producing a range of documents e.g. reports, letters etc. This may include audio typing skills in some job roles.
5. Accurate note taking or minute taking skills.
6. Knowledge and use of administrative and secretarial procedures, e.g. financial, administrative, HR, operational etc.
7. Knowledge and use of general office equipment.
8. Knows how to maintain accurate records.
9. Understands customer needs and knows how to deliver a good customer service experience.
10. Demonstrates an understanding of confidentiality and data protection requirements in the workplace.
11. Works on own initiative.
12. Research and problem solving skills to deal with queries and issues.
13. Good verbal and written communications skills.
14. Ability to provide accurate advice and guidance to staff and the public on a range of issues.
15. Professional and polite when dealing with colleagues and customers. Provides accurate, timely advice, resolving queries and solving problems.
16. Ability to deal with a range of customers, some of whom may occasionally be angry or distressed, bringing situations to a confident conclusion.
17. Works effectively as a member of a team, supporting team members and demonstrating a flexible approach.
18. Ability to train colleagues and provide cover for team members in their absence, where appropriate.
19. Demonstrates a positive attitude, commitment and enthusiasm.
20. Reception posts only: Ability to provide advice and guidance to the public on services provided by County, Borough, District councils, and other agencies.
21. Good knowledge of a particular area of public services or of external agencies or partner organisations. (Desirable)
22. Ability to differentiate between District, Borough and County Council functions to inform public accurately. (Desirable)
23. Knowledge of own and others responsibilities for health and safety. (Desirable)
24. Understands the difference between District, Borough and County Council functions to inform the public accurately. (Desirable)
25. Ability to contribute to the delivery of continuous improvement of administration systems, processes and services. (Desirable)

**Additional requirements**

1. Willingness to develop knowledge and understanding of the services provided by the Council.
2. Willingness to learn relevant procedures and systems.

**It would also be desirable to have**

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.