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Description automatically generatedJob and Person Profile (JPP)**

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| **Job details** | |
| **Job title** | Business Support Co-ordinator |
| **Job Reference** | 19385 |
| **Grade and Salary** | 4 – £27,711 per annum (pro rata if part time)  This role includes performance related pay progression |
| **Service and Team** | Business Support, Fire and Public Safety, Suffolk Fire and Rescue Service |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX, Hybrid |
| **Hours per week** | 37 |
| **Status** | **Fixed Term or Secondment** *(Up to 12 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** |

Co-ordinate processes providing a range of administrative and financial duties supporting the delivery of services within the Fire Business Support Team.

* Answer telephones and deal with general enquires from the public.
* Format letters and process documents accurately and within legislative timescales.

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

**Processes and procedures**

* Day to day management of specific processes carried out in service area including administrative, financial, IT and HR processes.
* Manage activities within area of specialism undertaking research, investigating issues and preparing presentations etc.
* Manage specialist administrative and management information systems with appropriate input from line manager. This would include detailed knowledge of specialist systems, system security and associated procedures.
* Identify opportunities to continually improve and enhance service levels and performance within area of specialism.
* Ensure that processes within area of responsibility are in line with relevant legislation and regulations and follow County Council practices. Ensure that those operating these processes are aware of requirements.
* Diary management, making appointments, arranging and preparing for meetings, taking minutes etc.
* Comply with information handling procedures (including information legislation such as the Data Protection Act and Freedom of Information Act).
* May assist in the preparation of annual budgets and the completion of financial, administrative and legislative returns to internal and external customers.
* May monitor income and expenditure budgets to provide management information and highlight irregularities.

**Communication**

* Develop good working relationships with internal and external customers, including regular communication, problem solving, and identification of improvements.
* Arrange events and meetings, liaising with internal and external parties (e.g. clients, partners, staff, customers etc).
* Contribute to internal and external meetings in area of specialism.
* Draft internal and external communications for a range of audiences.
* Provide advice to colleagues on specialist policies or procedures including basic training and demonstrating specific tasks.
* Share knowledge and expertise to improve processes, participating in corporate reviews where appropriate.

**Teamworking**

* Plan, prioritise and monitor work for self and others.
* Contribute to the selection of new staff. Carry out induction and on job training.
* Support managers in assessing staff performance where appropriate.
* Arrange and oversee the maintenance of equipment used by the team, making recommendations for improvements as appropriate.
* May work as part of a Business Support team providing cover for others where required.

**Project work**

* Provide support to projects as defined by a Manager. This may involve research and investigative work as well as providing general administrative support such as taking action notes, arranging meetings, monitoring plans and flagging issues.
* Undertake delegated Health and Safety assessments and assist with Health and Safety audits as required.

**Level of Autonomy and Decision Making**

* Majority of work is covered by guidelines and procedures but you will be expected to use initiative e.g. when scheduling and prioritising work for others, resolving enquires and dealing with unexpected problems or situations.

You will report to a manager who will be available for direction and guidance on unusual or serious problems.

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

As a key member of Fire Business Support Team, you will provide specialist admin support as well as acting as first point of contact to internal and external customers when handling general enquiries. You will need to be able to coordinate the admin work to support our fire Protection and Prevention departments, ensuring that information is correct and circulated across the service effectively liaising with other agencies when required.

An excellent understanding of confidentiality and the ability to empathise with vulnerable people when discussing complex needs is imperative. Duties will include, answering the telephone, coordinating financial activities, arranging team meetings and minute taking. Ability to maintain and update database records with sensitive information and adhering to data protection guidance is essential.

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. Relevant qualification such as NVQ3 or equivalent level of knowledge and experience.
2. Good standard of literacy and numeracy.
3. NVQ 4 in relevant subject or equivalent level of knowledge and experience. (Desirable)
4. European Computer Driving License (ECDL) or equivalent. (Desirable)

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-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.
10. Resilient under pressure and ability to remain positive when challenged.
11. Resilient in the face of challenge.
12. Ability and enthusiasm to manage change and work flexibly and learn and adapt quickly to changing priorities and ways of working.

**Specialist knowledge skills and experience**

1. Experience in successfully carrying out specialist administrative and financial procedures.
2. Previous experience of managing budgets and/or financial information.
3. Excellent working knowledge of Microsoft packages, e.g. Word, Excel, PowerPoint, Outlook etc.
4. Knowledge and use of general office equipment.
5. Accurate keyboard skills.
6. Sound knowledge and understanding of a range of administrative procedures, e.g. financial, secretarial, HR, operational etc.
7. Accurate note taking or minute taking skills.
8. Organisational skills to prioritise own workload and meet deadlines.
9. Demonstrates an understanding of confidentiality and data protection requirements in the workplace.
10. Ability to work on own initiative.
11. Research and problem solving skills to deal with queries and issues.
12. Knowledge of Health and Safety regulations.
13. Good verbal and written communications skills. Can deliver messages on a wide range of information and communicate complex information effectively.
14. Confident communicator who can:
15. provide advice and guidance on a range of issues to internal and external customers, e.g. relating to administrative processes and procedures, directorate policies and practices etc.;
16. represent their team internally and externally;
17. build and use relationships effectively.
18. Influencing and negotiating skills.
19. Team player willing to share knowledge and expertise with others.
20. Basic training skills to deliver induction training and provide informal training for staff.
21. Presentation skills to deliver information and reports to managers and other staff.
22. Demonstrates a positive attitude, commitment and enthusiasm.
23. Some experience of supervising staff. (Desirable)
24. Some experience of working in partnership with other organisations e.g. across Directorates or Businesses. (Desirable)
25. Knowledge and understanding of corporate standards, and legislation requirements relating to the provision of services, particularly in relation to team specialism. (Desirable)
26. In depth knowledge of the processes and procedures relating to their specialism. (Desirable)
27. Ability to undertake complex research within own specialist area and present recommendations, possibly in a formal setting. (Desirable)

**Additional requirements**

1. Willingness to become a mentor, coach or super user.
2. Willingness to develop knowledge and understanding of the services provided by the Council.
3. Willingness to learn the Directorate’s computerised systems.
4. Willingness to become expert in specialist systems used within team.

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://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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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://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.