**Job Description**

**Job Title:** Business Support Officer

**Salary Grade:** Grade 4

**SCP:** 12 - 17

**Job Family:** Business Support

**Job Profile:** BS4S

**Directorate:** Corporate and Commercial

**Job Ref No:**

**Work Environment:** Office Based / Agile

**Reports to:** Business & Administration Manager

**Number of Reports:** None

Your normal place of work will be at Lambton House, but you may be required to work at any Company recognised workplace.

**Purpose:**

To deliver a broad range of specialist administrative duties and responsibilities.

To have detailed and in depth understanding of policies and procedures to interpret information and provide advice to others.

To support the Business & Administration Manager in the production, dissemination and monitoring of performance data.

To be able to work in a variety of locations to deliver a range of business support functions as required by the Business & Administration Manager.

**Key Responsibilities:**

Plan own workload and develop support activities for team members to align the volume of work and customer demand with the priorities established by the IRO Business & Administration Manager.

Contribute to projects, by collating information providing analysis and supporting materials to develop and implement service improvements.

Coordinate rotas to ensure the priorities of the service are met.

Undertake a range of specialist clerical, financial or transactional functions to support the successful service delivery.

Ensure that TFC’s management information system is accurate and all information is recorded timely.

Produce data validation reports ensuring validations are clear as per reporting schedule.

Monitor data and performance information to actively support the service to address recording or performance matters.

Provide specialist advice, guidance and support to team members, customers and managers.

Act as a point of technical referral and quality assurance for other team members.

Make recommendations regarding process improvements and support management to develop and embed guidance documentation to support changes to processes.

Regularly monitor and reconcile financial transactions, including customer and vendor accounts, potentially using several finance systems.

Attend meetings, both internal and external, in order to produce accurate minutes, liaise with the chair to amend the minutes accordingly.

To assist with the co-ordination of building works / contractors as appropriate for works completed within building, escalating issues accordingly.

Ability to undertake audits with the Business Support service and report findings to the Business & Administration Manager.

Ensure personal compliance with all regulatory and policy guidelines.

**Statutory Requirements**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000;

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;

Undertake the duties of the post in accordance with the Company’s Equal Opportunities Policy, Health and Safety Policy and legislative requirements and all other Company policies.

**Person Specification**

**Job Title: Business Support Officer**

**Role Profile reference: BS4S, Grade 4**

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| **Requirement** | **Method of Assessment** |
| **Qualifications:**   * NVQ Level 2 in Business Administration or equivalent qualification or commitment to undertake qualification. | **Application form/Pre-employment checks** |
| **Experience of:**   * Working in a fast-past administrative environment. * Working in a customer facing role. * Working to tight deadlines and managing own workload to achieve targets. * Taking accurate minutes. * Co-ordinating workloads to ensure demands of service are met. * Working with management information systems, monitoring performance data and ensuring accurate record keeping. | **Application form/Interview/Test** |
| **Knowledge & Understanding of:**   * Knowledge of full range of Microsoft Office packages. * Understanding of the responsibilities of a statutory agency with regards to meeting operational expectations. | **Application form/Interview/Test** |
| **Ability to:**   * Listen to others to assess requirements in order to respond appropriately and efficiently * Share information and obtain information from others through written/verbal communications. * Understand and interpret a range of data sources. * Produce and create reports within approved frameworks. * Problem-solve and provide solutions on multiple tasks. * Introduce new ways of working particularly adopting innovative and flexible work methods * Effectively use a PC to prepare documents, reports, record information or input data | **Application form/Interview/Test** |
| Commitment to Equal opportunities | Interview |

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