

Job Description

Post Title: Business Support Officer
Post Reference: T093
Grade: H
Duration: Permanent
Reports to: Business Support Manager

Job Purpose

To ensure the effective and efficient provision of Business Support arrangements across Tees Valley Combined Authority, South Tees Development Corporation, South Tees Site Company and Teesside International Airport Limited (the 'Group').

To support and supervise the Business Support team to manage a programme of work including the full range of administrative services, reception duties, management of conference and meeting rooms and visitors, and bespoke operational support service requirements.

Competency Framework Level

	General Competencies
All Staff	<ul style="list-style-type: none"> • We do what we say we will • We do it when we say we will • We aim for excellence • We keep people informed • We strive to learn and develop • We give and receive constructive feedback and act on it

Officer

	Leadership & Direction
Officer	<ul style="list-style-type: none"> • Recognises what they have to do to achieve the vision within their area of work • Communicates clearly about what outcomes will be achieved • Delivers the tasks that form the project or program with diligence to deliver identified value added activities and outputs • Understands the contribution they can make to corporate and service objectives by their delivery • Identifies an issue, suggests solutions and ensures escalation in order to achieve a solution • Brings ideas, suggestions and solutions to the betterment of delivery based on their delivery experience

	Communication & Influence
Officer	<ul style="list-style-type: none"> • Communicates with colleagues across functional areas to ensure a “joined up” approach to delivering services for the customer • Identifies and articulates issues at the task/delivery level to managers • Listens carefully to understand others’ views • Understands the influences that could affect task delivery and articulates the adaptations that might be necessary for continuous successful delivery • Thinks beyond, to expresses ideas on efficiencies, and streamlined approaches through understanding of the task delivery • Communicates with assistants hourly, daily and weekly on the progress of the tasks

	Experience & Technical
Officer	<ul style="list-style-type: none"> • Supports the organisation on a day to day basis on defined projects or programmes • Has most of the technical knowledge / skills required to undertake their day to day responsibilities and can independently access anything outside of their skillset • Manages day to day relationships with other staff members within their field • Is responsible for day to day output of work • Manages more junior officers in their projects / programmes

	Responsibility & Accountability
Officer	<ul style="list-style-type: none"> • Has operational responsibility and accountability to (Senior) Manager for their delegated areas of responsibility • Has operational responsibility and accountability to (Senior) Manager for their delegated areas of responsibility • takes personal ownership of challenges/issues through to resolution

Duties & Responsibilities

1. Responsible for efficient and effective Business Support Services to the Group. To support the Business Support team to manage a programme of work including.
 - I. Agreeing priorities for, and coordinating, customer activities and tasks with peer officers and Business Support Assistants in a prioritise
 - II. Delivering allocated Business Support tasks and activities received from the Business Support Manager. Such areas of work may include; administrative support services, reception duties, management of conference and meeting facilities, bespoke operational administrative services across all Group companies and departments as required.
 - III. Taking responsibility for, and agreeing with line manager, development of knowledge for the full range of Business Support activities and tasks that may be undertaken during any given financial year
 - IV. Engaging in all required training and development identified by management as appropriate for the role
 - V. Support the development of Business Support assistants to continuously develop a resilient, efficient and effective service
2. Undertake any other duties that may be deemed reasonable and necessary to meet the duties and responsibilities of the post and undertake any training that is identified as being required to achieve this.
3. To take reasonable care of your own Health and Safety and co-operate with management, so far as is necessary, to enable compliance with the health and safety rules and legislative requirements.
4. Work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.
5. Ensure compliance with Corporate Governance procedures, procurement regulations and the Data Protection Act and behave according to the Employees' Code of Conduct.