Business Management Officer

Job Description

Reports to: Head of Business Management
Direct reports: N/A

Evaluation: 526 points
Grade: N7
Reference: CC479

Job Purpose

To support business planning, operations and improvement activities to enable robust and effective business management and service development.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To review the key business drivers of service areas, ensuring that information pertinent to the management of the service is reported and acted upon at appropriate intervals, whilst developing and maintaining a productive working relationship with and a detailed understanding of the business environment of these service areas.

2. To assist in the planning, organisation and management of performance targets and standards to ensure the most effective and efficient use of resources and, by giving the appropriate advice and support to staff, to ensure a quality service.

3. To support business improvement activities across the Directorate including documenting and reviewing the Directorate's internal procedures; maintaining and publicising accurate process information, guidelines and instructions.

4. To lead and carry out, as directed, audits and inspections to inform and improve the business management of the Directorate's activities, including, where appropriate, the achievement of external quality accreditations.

5. To provide support to organisational learning and development including providing advice, guidance and training to Directorate staff regarding business development, systems and procedures, liaising with other appropriate Directorates as required.

6. To ensure the effective operation of the Directorate's information and business systems and internal reporting mechanisms, and to support management decisions on investment, performance and service delivery.

7. To support the management and development of the information and business systems of the Directorate, ensuring that the Directorate's systems and management arrangements reflect the development of any corporate systems.

8. To ensure the effective monitoring of the delivery of Directorate programmes, projects and investment in consultation with Directors and Heads of Service and to help develop and support funding bids.

9. To support or undertake specific projects, analytical and statistical work, and to assist in the preparation of reports and presentations for internal and external board meetings, stakeholder meetings and working groups.

10. To ensure that clear, accurate and robust information trails are maintained sufficient to support audit requirements, including internal process information, guidelines and instructions to support the Directorate's business management procedures.

11. To ensure that that the Council's policies and procedures are correctly applied across the Directorate, particularly in relation to Financial Regulations, Procurement Strategy and recovery of income.

12. To promote and implement our Diversity, Equality, Equity, and Accessibility policy in all aspects of your employment.

13. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.