Senior Business Support Officer

Job Description

Reports to: Business Support Team Manager
Direct reports: N/A
Evaluation: **436** points
Grade: **N5**
Reference: **AA3796**

Purpose

To provide comprehensive business and administrative support services to make sure that Directorate needs are met in line with the Cabinet's vision, priorities and values.

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 take part in identifying and implementing business process improvements.
2. To contribute to the development, implementation, review and maintenance of business systems and processes.
3. To mentor, advise and give guidance to business support staff. This includes demonstrating duties and allocating and overseeing work as needed.
4. To deal with enquiries, including those of a complex and technical nature about the service and in line with our procedures and protocols.
5. To prepare documents, including correspondence, reports and management information as needed.

6. To work with nominated officers responsible for maintenance, repairs and security of designated buildings providing administrative support as needed.

7. To organise and contribute to skills transfer activities to support business continuity and to continually improve our service.

8. To give confidential, personal secretarial support including arranging and servicing meetings, preparing agendas and taking minutes as needed.

9. To develop and maintain positive joint working relationships with relevant internal and external stakeholders**.**

10. To give a professional and courteous reception service as needed.

11. To account for, reconcile and make sure of the security of stock, petty cash or cash equivalents in line with our Financial Regulations.

12. To promote and implement our equal opportunities policies in all aspects of employment and service delivery.

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

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