

## **JOB DESCRIPTION**

**Job Title:** Business Support Officer

**Responsible to:** Director of Operations/Deputy Chief Executive

### **Job Summary and Purpose:**

To carry out a wide range of administrative, business and support tasks relating to the effective operation of the Leadership Team. The post holder will work with minimal supervision and be expected to work flexibly.

### **Main Responsibilities**

#### **Administrative Support**

1. Provide comprehensive administrative support to the leadership team.
2. To proactively lead and act as a central and coordinating point of contact for a range of business administration activities.
3. Communicate and engage effectively with a range of people, internal and external staff.
4. Responsible for the organisation of meetings and events and production of reports, papers, minutes and meetings notes as required.
5. Provide secretariat support to the Leadership Team and other internal meetings and networks as relevant to responsibilities.
6. Have delegated lead responsibility for certain corporate function processes including digital content and external communications.
7. Support the development of systems and procedures where necessary to ensure efficiency, quality and cost effectiveness is delivered and maintained.
8. Provide a range of support functions to the Leadership team that will include leading on administrative support to operations, utilising detailed knowledge and understanding of systems and processes.
9. Participate in relevant internal and external working groups/projects, services, and initiatives to provide, information and administration support to designated Senior Manager/Project Leads.
10. Undertake ad hoc PA duties on behalf of the Leadership Team.
11. Produce, analyse and interpret reports using a variety of IT applications.
12. Deal with stakeholder enquiries promptly and courteously by e-mail, telephone, and letter or in person, referring to the relevant lead where appropriate.
13. Contribute to effective information management and assist with the dissemination and/or collation of information/returns for organisation in a timely manner.
14. As required, participate in relevant internal and external working groups/projects to provide information/analyst advice and support and to maintain data collection systems for effective use by the team.
15. Responsible for organising and controlling own workload ensuring deadlines are observed and duties performed efficiently.
16. Provide cover as directed by Line Manager for other members of the organisation in their absence and assist with their workloads as necessary.

17. Provide support and information to aid effective management of budgets

### **Project Support**

1. Undertake project support for short, medium and long-term activities, responding to information requests and other tasks which will involve meeting tight deadlines.
2. Assist and work closely with members of the relevant project teams, carrying out promotional initiatives together with communications activities as required.
3. Plan and manage elements of projects as directed by the relevant lead.
4. Undertake information/project analysis as agreed with job lead.
5. Provide information to project lead on project and statistical information matters.
6. Maintain project plans, supporting the provision of management information and participating in working groups.

### **General Responsibilities**

1. To establish and maintain positive working relationships with relevant partner agencies.
2. To provide an effective communication network with the team.
3. To promote a culture of high standards, expectations and continuous improvement that values and empowers staff and encourages team members to maximise their potential through continuous learning whilst challenging and dealing with under performance.
4. To work in accordance with health and safety legislation, taking appropriate action to ensure that employees are aware of their personal responsibility for health and safety, including identifying relevant health and safety training where appropriate.
5. To be committed to improvements, innovation and advances in our sector and finance.
6. To work within confidentiality applying the principles of data protection to record keeping and data sharing, and compliance with the Data Protection Act/GDPR.
7. To promote the organisation and its values and beliefs at all times to maintain its good reputation.
8. To attend and complete all mandatory training, adopting up to date and relevant knowledge within the working practice.
9. To take responsibility for your own personal and professional development.
10. To offer suggestions, advice and comments towards continuous improvement in a structured and constructive way.
11. To be flexible to work occasional weekend and evenings as required.
12. To carry out any other duties commensurate with the role, as required

**August 2020**

**Signed:** ..... **Date:** .....

## Person Specification | Business Support Officer

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience	<p>Experience of efficiently operating office systems</p> <p>Able to communicate effectively with colleagues and customers at all levels</p> <p>Experience of working in a fast paced customer focused environment</p>	<p>PA, EA or previous business support experience</p> <p>Work for a similar sector/organisation</p>
Qualifications	<p>Good basic education to GCSE standard or equivalent</p> <p>NVQ 3 or equivalent in Business Administration</p>	<p>Shorthand qualifications or equivalent.</p>
Skills	<p>Ability to provide efficient and effective administrative support</p> <p>Proactive and able to use own initiative.</p> <p>Self-motivated and flexible, with the ability to adapt as the role develops and evolves.</p> <p>Excellent written and verbal communication skills.</p> <p>Ability to work at a fast pace producing results and outcomes</p> <p>Excellent eye for detail and ability to extract, analyse and interpret relevant information from multiple sources, including qualitative and quantitative data.</p> <p>Problem solving skills including the ability to work innovatively develop plans and table solutions.</p> <p>Excellent time management and organisational skills.</p> <p>Good IT skills with the ability to use Excel and other Microsoft programmes.</p> <p>Excellent word processing skills and able to compose correspondence on standard issues</p> <p>Excellent levels of literacy and numeracy.</p>	<p>Knowledge supported housing environments and/or CQC regulated services</p> <p>Ability to identify improvements to processes and systems and to share the recommendations with the wider team.</p>
Other	<p>A commitment to the vision and values of the Trust.</p> <p>A commitment to working within equal opportunities and anti-discriminatory policies</p> <p>A good sense of humour</p>	