

JOB DESCRIPTION

Job Title	Business Support Officer
Position Number(s)	
Department	Resources and Assets
Section or Service	
Grade	Range B

Responsible to:	Business Development Manager
Employees directly supervised (if applicable):	none

Family Tree

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.

JOB PURPOSE:

To provide efficient, flexible and proactive support to the Executive Director and Directors and to assist and provide cover for other members of the Support Team. To respond to enquiries to and by the Executive Director and members of the Senior Management Team promptly and politely and to ensure excellence in customer service at all times.

DESCRIPTION OF DUTIES:

General Administrative Support

Arrange meetings and pre-briefs as needed with officers, Members and others.

Book venues and refreshments for meetings if needed.

Prepare agendas and take minutes for meetings as needed

Manage and respond to a variety of correspondence, including recruitment of staff,

letters, emails and general ad-hoc enquiries.

Manage telephone enquiries for Heads of Service when out of the office or at meetings.

Handle the administrative elements of the recruitment process for senior managers

Process invoices using the council's financial management system.

Carry out ad-hoc administrative work as needed.

#### Performance Monitoring

Collate monthly, quarterly and annual performance monitoring statistics and ensure that officers provide updates in a timely manner

Present this information in the format requested by the Senior Management Team.

#### Complaints, Compliments and Freedom of Information

Maintain the logs for complaints, compliments and Freedom of Information requests

Compile the complaints and Freedom of Information reports for the fortnightly SMT.

Ensure responses are provided on time by officers

Complete annual returns on complaints and FoI as needed.

#### Communications with residents

Manage some departmental e-mail boxes on a daily basis, forwarding messages to the most appropriate team for response.

Keep the web site up to date as directed by SMT and in accordance with corporate guidelines

Act as a 'key communicator'

Undertake such other duties as the Senior Management Team from time to time may direct.

All staff are expected to carry out their job in compliance with the Council's Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet.

The duties and responsibilities outlined in this job profile are indicative of the role; however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

I agree to the above job description

Post Holder..... Date.....

Head of Service..... Date.....

PERSON SPECIFICATION

	Business Support Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities
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	<p>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>Essential: Educated to at least GCSE standard, including English and Mathematics</p>
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <p>Good team player with proven administrative support experience at a senior level</p> <p>A proactive, "can do" attitude.</p> <p>Willingness to be flexible and to adapt to new demands in a fast moving environment</p> <p>Able to manage a heavy workload with competing demands</p> <p>Able to use initiative in assuming tasks and making decisions without constantly checking back, and accept responsibility for those decisions.</p> <p>Ability to absorb and classify information and arrange appropriately; quickly locating and retrieving relevant target information.</p> <p>Organised approach to work: methodical, accurate and attention to detail.</p> <p>Excellent communication and interpersonal skills</p> <p>Able to maintain confidentiality when dealing with sensitive information.</p> <p>Desirable:</p> <p>Advanced skills using the MS Office suite of software</p> <p>Experience of updating and managing web sites</p> <p>Experience of running project monitoring systems using Prince II disciplines</p> <p>Able to use planning tools to check and monitor progress against deadlines, revising plans as priorities change.</p>

Our Values & Behaviours

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**PUTTING COMMUNITIES FIRST**

We put local people at the heart of decision making in everything we do.

We seek to include and involve: all voices matter.

We provide quality services that are responsive, effective and efficient.

The following examples are indicators of effective behaviour:

I actively involve and include the communities that I serve in my work.

I shall reflect the views of the communities in my daily work.

I shall improve the service I provide through seeking feedback from others.

Our residents will feel that:

I have been included

I can see how my views have been taken into account

I can see improvements and developments based on my input

E

**RESPECT**

We listen to everyone and value the personal experiences of people in our communities and of each other.

We adopt a fair, and involving approach regardless of any way in which an individual is different to us.

The following examples are indicators of effective behaviour:

I adapt my approach to take account of all differences and cultures in the community and with colleagues.

I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.

I communicate in a way that is respectful, encourages involvement and meets people's needs.

Our residents will feel that:

I feel my culture and background are respected.

I have confidence that action is being taken.

I feel I am being treated fairly.

## INTEGRITY

We act with openness, honesty, compassion, responsibility and humility.

We let people know what we are doing and communicate why and how decisions have been made.

The following examples are indicators of effective behaviour:

I demonstrate empathy in my interactions with others.

I am honest and transparent about the decisions I take.

I follow through on the actions I say I will take and take ownership for communicating the outcome.

Our residents will feel that:

I am told when something is not possible and the reasons why are explained to me.

I feel my perspective is listened to and understood.

I feel my views are valued

## WORKING TOGETHER

G

We work together and in partnership with everyone that has an impact on the lives of our residents.

We want to understand, learn from each other and continually adapt.

The following examples are indicators of effective behaviour:

I work with others to provide an effective service for residents, local communities and other departments within the Council.

I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.

I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

I can get my issue resolved without being passed around departments.

I find it easy to access the services that I need.

I feel the Council is open to new ideas.