

Job description



Department: Business Operations	Location: South Cambridgeshire Hall, Cambourne – Cambridge City
Job title: Business Support Officer	Post number: N/A
Grade: Grade 3	SCP range: 15-20
Responsible to: Performance and Improvement Officer or Workforce Development Officer	Responsible for:
Health Considerations/ Risk/ Surveillance Required: VDU Habitual user	

Description of duties and responsibilities

As a member of the Operations Team you will provide exceptional administrative and support services to all sections and teams within the Shared Planning Service under the direction of the Performance and Improvement Officer / Workforce Development Officer in order to deliver excellent support service and contribute to service improvements and outcomes.

The dimensions of the work are predominantly covered by standard guidelines and procedures, leaving some room for initiative, e.g. in resolving caller enquires, prioritising of workload to complete tasks within deadlines, checking own work etc.

Some tasks will be unexpected or outside the standard procedures and will require initiative to resolve.



The Operations Team will allocate and prioritise its own work on a day to day basis within the Team and reorganise its own workload to take account of new priorities.

Team members will proactively provide advice, guidance and support to colleagues within the Team

Key result areas / overview

Key contacts / communication links

Internal

External

Key responsibilities / specific duties

- Reporting to the Performance and Improvement Officer / Workforce Development Officer , you will undertake a range of tasks that consist of a wide range of largely standardised work patterns. At times you may carry out a diverse range of duties supporting all sections and teams within the shared planning service whilst at other times you may be engaged in a narrower range of tasks dependent upon the service area being supported.
- Provide exceptional administration/performance management/financial and project support services across all service areas and/or within a specific section/team's specialism
- Support specific officers, meetings or groups including organising meetings, sending out agendas, taking minutes, diary management, booking locations, equipment, car parking etc. as required.
- Organise room and/or refreshment bookings for the shared planning service.



- Monitor and review budgets within agreed framework for guidance. This could include banking of monies, maintenance of accounts, raising of purchase orders, invoices, processing of invoices, administration of office petty cash etc.
- Provide statistical/management/financial information/reports etc. as required
- Contribute to formal communications, e.g. updating team/section/service website, assisting with promotional flyers, magazine articles etc.
- Contribute to the design and development of specific administrative processes, systems, guidance notes, associated databases and spreadsheets, including the use of dedicated software within the shared planning service, etc.
- Maintaining filing systems and office records, both manual & computerised, including the retention and archiving of existing files and information as well as scanning/capturing new information as it is received on a daily basis.
- Provide an incoming/outgoing mail service
- Provide word processing, typing and tape transcription and photocopying/faxing service
- Maintain office stationery stocks
- The duties listed above are examples of this level and other duties of a similar level/nature are not excluded simply because they are not listed.
- Any combination of the above sample duties will be in accordance with the specific requirements of the jobholder's service area/team/specialism.



General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: