

Hertfordshire County Council

Job Outline



JOB TITLE: Business Support Officer
GRADE: H8
REPORTS TO: Business Support Manager
TEAM: Adult Disability Service
DEPARTMENT: Adult Care Services

Purpose of the Job

To coach, guide and support teams across a defined area of responsibility to deliver consistent, efficient and effective services and to take lead role in managing projects, changes and initiatives working with the relevant key stakeholders, and under the direction of a Business Support Manager or other line manager.

Main Areas of Responsibility

Coaching, guiding, supporting and advising managers and members of staff as a local expert on the service systems and processes, including areas such as recruitment and business, finance, performance and risk management.

Undertaking service specific requirements such as supporting managers in the service planning process including ensuring best practice and undertaking research on benchmarking.

Working with transformed services and supporting delivery on organisationally driven projects and initiatives to be lead on best practice, support change, achieve compliance and improve service delivery.

Identify and implement business-focused solutions for areas where there is a potential for process improvements referring to management in only more complex matters.

Developing, monitoring and reporting on performance targets and indicators and guiding others where appropriate.

Provide transformation capacity to project manage and support local implementation of new systems and processes.

Implementation of performance management and risk management processes and systems across teams for the successful achievement of service/team objectives.

The post will not directly supervise any staff but has responsibility to coach, guide, support and advise on the performance and activities of business support and administration and where necessary to challenge others including managers. The post will be required to champion continuous improvement in processes and systems and will support the professional development and performance management of all service support staff.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- A clear, confident and effective communicator who is able to adapt communication style as appropriate to audience and can demonstrate excellent project management skills
- You must have excellent working knowledge of all Microsoft Office applications, and be able to produce information and reports of a high standard
- To have an ability to influence and gain the trust and confidence of managers and staff to bring about change and improvements in the quality of compliance with the procedures and systems around safeguarding adults
- To be able to coordinate effectively high-level meetings with other key agencies; support, research and collation of data as part of internal and external audits and produce timely reports
- You will have an ability to manage competing tasks and priorities and to work within a legal and procedural framework to deadlines
- To be able to work across the Business Support team to coach, mentor and support staff in complying with service improvements
- To be able to support the work of the area in service planning, reviewing and implementation of new systems and processes.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).