

Hertfordshire County Council

Job Outline



JOB TITLE: Business Support Officer
GRADE: H8
REPORTS TO: Business Support Manager
TEAM:
DEPARTMENT:

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 lead on best practice, support change, achieve compliance and improve service delivery.

Identify and implement business-focussed solutions for areas where there is the 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.

- Experience as a clear, confident and effective communicator who is able to adapt communication style as appropriate to audience
- Experience in being able to confidently challenge existing practices, support change and feel comfortable at doing so with managers and staff
- Experience in using initiative to identify areas for improvement and undertaking best practice by seeing implementation through to successful conclusion with the ability to take advice and seek support where appropriate
- Ability to manage a diverse workload, with multiple deadlines and customers
- Have an understanding of service delivery requirements
- Be able to explain systems and processes to others and coach people to use them
- Be able to work in and across teams and services, coaching and guiding others to achieve required performance targets and standards
- The post holder will have a key role in identifying improvements to business support and administration processes across a range of teams
- The post holder will need to be able to negotiate with and guide others, within the teams and with managers, to gain acceptance that there are improvements to be made, to work with teams to develop what the new

arrangements may be and to ensure that the new processes are implemented following change management principles to embed new arrangements to maximum effect

- This will require a sensitive but persistent approach as for a range of reasons some staff may be resistant to change and find it difficult to engage in process improvement work. The post holder will refer more complex matters to management.

Training:

No prior training is required but job holders will be required to undertake training in Business Process Improvement, project and risk management and change management, in addition to specific training on technical systems as required by the business.

Specific Qualifications:

There are no specific qualifications required for this job although either experience in service delivery or a business relation qualification would be beneficial.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

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.