



Corporate Services and Strategy

Post Title	Senior Business Support Officer		
Post Number	BG New	Grade	7
Base	Service Based	Hours	37 per week
Car User Allowance	Approved Casual	Disclosure	No
Contact	Hannah Meyrick	Updated	23 rd July 2015
Politically restricted	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes *		

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990.

Principal Job Purpose

Responsible to: Team Leader – Business Support Service

Responsible for: To supervise the Business Support Officers in the delivery of an efficient and effective business support service, providing the highest quality of service to the customers, based on their expectations and required outcomes.

Essential Personal Attributes

1. Have a customer focussed approach to service delivery.
2. A dynamic and enthusiastic approach to the challenge of achieving an efficient and effective business support service.
3. Ability to work independently and use own initiative.
4. Confident and positive attitude towards working with all stakeholders.
5. Ability to manage conflict effectively.

Principal Accountabilities

1. To support the Team Leader – Business Support Service and deputise in in the development and monitoring of relevant performance measures, including service risk registers and Business Plans.

2. To deputise as appropriate in the absence of the Team Leader Business Support.
3. Assist in working with internal stakeholders to remodel a more effective, integrated, innovative and professional business support service.
4. Supervise the Business Support Officers ensuring consistency, data quality and statutory and policy compliance across the service.
5. To prioritise and allocate the work of the Business Support Officers which includes monitoring output and providing appropriate advice, guidance and mentoring, enabling their personal development and undertaking recruitment and performance coaching (that will include sickness absence, performance capability, training needs, work demands and disciplinary).
6. To ensure that all business support related records/returns, including Statutory Returns, are provided timely.
7. To ensure that customer service excellence is understood by staff and embedded in practice and that service delivery standards and customer satisfaction levels meet targets.
8. To support the business support team leader and ensure staff engagement in the streamlining and automation of processes and development and delivery of team plans.
9. To liaise with other Senior Business Support Officers to ensure maintenance of existing business support arrangements and flexible response to changes/fluctuations in customer demands.
10. To assist the Team Leader in reviewing the range of management information systems and processes, to reduce duplication and provide accurate, timely and relevant information.
11. To act as authorising officer in respect of invoices raised.
12. Checking and submission of staff returns e.g. sickness returns, timesheets and authorisation of leave request through My Options etc.
13. Maintain current IT systems and provide training to staff.
14. To deal with initial complaints from customers and finding an appropriate resolution.
15. To ensure prompt raising of accounts to clients for payments they are required to make to the Council and deal with associated queries.
16. To be a source of advice and guidance both for customers and colleagues on services, processes and existing procedures.
17. To comply with the Data Protection Act and to maintain confidentiality at all times.
18. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
19. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice

20. Undertake such other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

Person Specification – Non Managerial

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
5 GCSE's or 'O' Levels at grade C or above to include English and Mathematics or equivalent educational attainments.	Essential	✓			
Qualified at HNC or equivalent and/or be able to demonstrate substantial experience working with Senior Managers across the Authority	Essential	✓	✓		
Experience					
Experience of effective deployment of staff to meet conflicting priorities.	Essential	✓			
Effective Supervision of staff	Essential	✓	✓		
Knowledge/Skills					
An understanding of Council services	Essential	✓			
Ability to manage a diverse workload and heavy demands whilst adhering to tight timescales	Essential	✓	✓	✓ Test	
Ability to anticipate issues and make appropriate decisions given competing priorities and resources	Essential	✓		✓ Test	
IT skills especially Word and Excel	Essential	✓	✓		
Ability to relate to and gain the confidence, trust and respect of staff members	Essential		✓		
Ability to analyse issues, patterns and trends over time and to use this in service planning and delivery	Desirable	✓			

2. Welsh Language Requirements (please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels above).	Desirable	✓	✓		
Welsh language skills are essential and candidates should either possess the relevant skills or be prepared to learn them when appointed to the post (levels 1-3).	Desirable	✓	✓		
Welsh language skills are essential (levels 4 and 5).	Desirable	✓	✓		

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Possession of a driving license and access to a vehicle for work purposes.	Essential	✓			

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude	✓	✓		✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team	✓	✓		✓
	Ensures equality & diversity issues are integral to service delivery	✓	✓		✓
	Recognises when it is necessary to take a firm but appropriate line	✓	✓		✓
	Supports & encourages good work-life balance in the team	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives		✓		✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance		✓		✓
	Challenges poor performance appropriately		✓		✓
	Is positive about improving the service and identifies potential benefits for the citizen		✓		✓
	Consults team and others, inside and outside the organisation, for improvement ideas		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication	✓	✓		✓
	Communicates positively and respectfully	✓	✓		✓
	Checks others' understanding	✓	✓		✓
	Clearly explains and justifies decisions made elsewhere	✓	✓		✓
	Encourages team members to think about and suggest improvements	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions		✓		✓
	Ensures decisions link to continually improving performance		✓		✓
	Uses problem solving as a method of improving the service		✓		✓
	Seeks clarification or challenges appropriately		✓		✓
	Explains decisions appropriately		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together	✓			✓
	Promotes and contributes to partnerships to continually improve services for the citizen	✓			✓
	Networks effectively internally and externally	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching

Putting the Citizen First	Recognises the importance of the citizen's input to improving the service		✓		✓
	Ensures team is focused on serving the citizen as the first priority		✓		✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery		✓		✓
	Is positive about the organisation and the community it serves		✓		✓