

Rutland County Council

Job Description

Job Title:	Business Support Co-ordinator
Grade:	Scale SO1 - £26,470 to £28,221
Department:	Resources
Team:	Business Support
Line Manager:	Business Support Manager

Purpose of the Job:

To lead one of the Business Support teams to deliver effective and efficient administrative and business support to the assigned Directorate, ensuring best practice and value for money services.

Key responsibilities:

- Effectively supervise staff, providing clear guidance on the expected level of service delivery in terms of quality and outcomes. Work proactively to anticipate pressures on the service and develop structured approaches to deliver high quality services.
- Manage recruitment and performance within the team.
- Provide direction and advice to the team on specialist areas within the responsibility of the Directorate (including Equality and Diversity, Policy Guardian, Business Continuity Plans and Directorate Forward Plans).
- Review and develop business support systems and procedures that enable the team to deliver high quality, integrated and holistic support across the organisation. Role model behaviours and create a centre of expertise in key IT systems and procedures, maintaining guidance and manuals on all processes.
- Manage and develop relationships with Senior Managers to ensure the service provided matches the expectations of service areas.
- Manage an efficient, responsive and timely help desk function, ensuring high standards of customer service.
- Act as lead support officer for designated internal and external meetings, including meeting support and administration.
- Provide comprehensive administrative and secretarial support for designated service areas.



- Assist with the monitoring of financial and performance information for the team and service area.
- To deputise for the Business Support Manager and other team members as appropriate

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.

Person Specification

Qualifications	Qualified to Level 4/A level or equivalent standard (to include Maths and English at GCSE or equivalent)
Experience	<p>Previous experience of working in a similar business support role</p> <p>Delivery of a wide range of administrative tasks</p> <p>Project management experience, seeing projects through from start to finish</p> <p>Experience of researching complex issues, writing reports, briefing notes and action plans</p> <p>Proven track record of producing work to a high standard, with a high level of attention to detail</p>
Skills	<p>Good communication and interpersonal skills to be able to engage with officers, Members, public and partners</p> <p>Able to use a range of IT systems, email, word and excel to an advanced level.</p> <p>Work on own initiative, prioritising work with minimum supervision</p> <p>Effective organisational and time management skills, for self and others to manage a heavy workload and prioritise conflicting priorities</p> <p>Able to plan, spot and pre-empt issues, opportunities and priorities</p>
Values	<p>To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values.</p> <p>Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.</p> <p>Confident, assertive, professional and politically astute and customer focused in all interactions</p> <p>Exercise appropriate discretion, tact, diplomacy, confidentiality and judgement</p> <p>Respond to pressure and change positively</p> <p>Able to work out of hours on occasion</p>

