

Job Description

Business and Communications Officer – Maternity Cover

Role Profile

Service/Team	–	Children’s Services
Reports to	–	Head of Service Education Improvement Team
Responsible for	–	-
Number of posts	–	1
Post number	–	112631
Career Grade	–	BCP Band H

Job Overview

To work as part of the 11-19 team providing full administrative support and PA functions to 11-19 Head of Service. To oversee the finance processing within the team reporting back to the relevant leads where necessary. To manage the Communications Strategy of the 11-19 Team and other external and internal events connected with the work of the BCP Council 11-19 Team.

Key Responsibilities

1. Providing 1st line support to the Head of Service Education Improvement Team, ensuring all queries and support are addressed immediately
2. Provide an efficient financial service to the team, processing & checking expenses claims and facilitating payments, tracking & recording holiday entitlement. Tracking and reporting on payments for purchasers through both Local Authorities internal systems.
3. To support any income generation activities in the 11-19 Team
4. To manage, organise and deliver a range of events including conferences and exhibitions
5. Provide an efficient administrative service to the team, which may include: diary management and travel arrangements, minute taking, typing letters/drafting various reports, preparing presentation slides and photocopying to ensure professional and consistency support service to the business.
6. To devise and support an online professional network for the Enterprise Advisors in the Careers and Enterprise Company
7. Provide 1st line support to both internal and external contacts, ensuring queries are addressed immediately, answering queries and using judgement to identify solutions to issues taking corrective action.
8. To support the 11-19 team in the production of communication materials including regularly utilising social media platforms
9. To be responsible for the development of the 11-19 online presence, including best SEO and key word strategies

10. To undertake specialist marketing and PR activities to promote the work of the 11-19 Team
11. Develop good relationships with key contacts both internally and externally to forward the strategic aims of the organisation and provide communication service including processing mail, updating notice areas to enable efficient communication
12. To assist with Student Voice research projects and engage with young people in workshops
13. Organise meetings and events which may include: ordering catering inviting attendees, delegate registration, arranging agendas, minute meetings, organise room bookings and ensuring equipment is in working order to ensure the efficient operation of meetings.
14. Responsible for managing and collating information and reports from a range of sources, validating the accuracy and where necessary using judgement to take corrective action.
15. Generate purchase requisitions on for approval and receive goods and services according to guidelines. Respond to financial requests by the specified timescales.
16. Support the team, contributing to the development, co-ordination and communication of administrative process/initiatives to improve the quality and efficiency of the business.
17. Ensure compliance with and application of BCP Council's requirements with regard to equality and diversity and health and safety, including demonstrating respect for others, fair and impartial behaviour in dealing with all people and maintaining a healthy and safe environment by taking responsible care of their own health and safety and that of other persons.
18. In line with BCP Council's policies and the Investors in People philosophy and framework to:
 - a. Act as a role model for the council's values, both within the team and wider organisation;
 - b. Effectively lead, motivate and develop direct reports, if relevant, in line with council values;
 - c. Behave in ways consistent with the council's competencies;
 - d. Integrate sustainable development into all areas of work
19. To undertake any other duties as required and commensurate with the level of the post

Specific Qualifications and Experience

Essential

- Experience of providing advanced and technical administrative support in an organisation
- Experience of providing PA support
- Sound knowledge of services within the service unit and awareness of other services across the council/partners/agencies/etc.
- Good understanding of corporate financial system including budget monitoring
- Educated to degree level or equivalent

- Knowledge of working with educational providers
- Strong ICT and e-communication skills including databases and website development, and publishing software
- Good understanding of modern office systems and procedures, including electronic communication
- An understanding of professional confidentiality within practice
- Good understanding of data protection and the freedom of information act

Desirable

- Experience of organising events including conferences
- Experience of using social media platforms and developing an online presence
- Experience of creating newsletters using appropriate software
- Experience of working with young people

Personal Qualities & Attributes

- Commitment to high level of service
- Excellent interpersonal skills with a can-do attitude
- Ability to communicate well, both verbally and in writing
- Negotiating and Assertiveness Skills
- Ability to work in a pressurised environment, with conflicting deadlines and maintain a calm, confident and professional manner
- Ability to work unsupervised and on own initiative
- Ability to work as part of a team
- Committed to supporting equality and diversity
- Ability to take a flexible and creative approach
- Confident with ability to build up effective relationships
- Ability to work across functional LA boundaries

Job Requirements

- Satisfactory DBS clearance
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.