

# Job Description

## Senior Business Support Officer

Role Profile	Business Support Grade F
Service/Team	Customer, Arts and Property/Business Support
Reports to	Business Support Team Leader
Responsible for	n/a
Number of posts	10+
Post number	n/a
Career Grade	— n/a

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole** by delivering an efficient and effective business support service, fostering collaboration and providing expert guidance to enhance the customer experience.

### Job Overview

As a Senior Business Support Officer, you will play a crucial role in providing essential guidance and technical support at an advanced level of knowledge in that area, fostering development, and championing new systems and ways of working. This is integral to delivering efficient services to our customers, ensuring the highest standards are met.

### Key Responsibilities

- Empower team members by providing clear guidance, support and coaching on complex technical processes and systems within a set of guidelines, fostering a collective talent that results in enhanced performance and achievement of objectives.
- Meet customer expectations through effective call handling by demonstrating exceptional communication skills, active listening, and empathy. Resolve complex and escalated enquiries from internal/external stakeholders promptly and professionally, provide accurate information, and ensure a positive customer experience.
- Organise multi-agency meetings which can be complex. Capture accurately decisions and summarise key information effectively during meetings.
- Maintain a high level of knowledge of processes and procedures in own area of work.
- Achieve high accuracy in data input onto all aspects of work such as spreadsheets and bespoke databases.
- Collect, collate, analyse, and disseminate statistical data relevant to the service unit.
- Interrogate, review and interpret diverse information efficiently, to extract required information for daily tasks. Provide meaningful insights through the dissemination of information, contributing to informed decision-making and effective monitoring of service performance.
- Contribute to the redesign of workflows within databases to enhance efficiency.
- Ensure that data area records are meticulously maintained and kept up to date.

- Treat customer information as confidential, adhering to the Data Protection Act and relevant procedures.
- Procure goods, services and supplies as directed by the Budget Holders, accurately utilising the financial management system or purchasing card whilst adhering to the Council's financial regulations and guidelines.
- Work collaboratively with the Business Support team in cover arrangements as required, ensuring seamless continuity.
- Attend business support team meetings as required, actively contributing to discussions and initiatives.
- Promoting a culture of continuous improvement and excellence within the team.

### **Specific Qualifications and Experience**

- 3 A Level qualification, NVQ 3 in Business Administration or equivalent experience.
- Excellent knowledge of ICT tools including MS Office and other relevant programs.
- Experience of providing administrative support and working with a range of partnership organisations such as other LA's or Health Partners.
- A good understanding of complex work practices, processes and procedures within the specified area of work.
- Experience and excellent skills in preparing clear and succinct meeting notes.
- Experience in diary management for Senior Officers to organise large meetings and events.
- Knowledge of database management and production of reports.
- Knowledge of service area of work.

### **Personal Qualities & Attributes**

- Ability to communicate with a range of internal and external stakeholders to resolve and escalate complex issues in a professional manner.
- Ability to plan and prioritise your workload effectively in an environment of change with competing demands and using initiative to provide proactive support.
- Attention to detail with proofreading abilities.
- Provide advice within established guidelines.
- Proficient in straight forward collation and analysis of data.
- Contribute to and celebrate the success of the entire team.
- Contribute and embrace new ideas from team members, fostering a positive attitude towards change.
- Share open and honest feedback in a constructive manner.

### **Job Requirements**

- Basic DBS check
- 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.