

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Operations Officer
Grade	PS7	Reports to:	Service Operations Lead
		Directorate/School	Resources
JE Band	228-268	Service/Department	Design & Transformation
		Date Role Profile created	Jan-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide comprehensive support across the Design & Transformation function.</p> <p>Deliver a variety of activities and outputs that facilitate the successful achievement of service objectives. Working closely with colleagues to ensure smooth coordination and delivery of activities contributing to the efficiency and effectiveness of the service, supporting the overall success of transformation initiatives.</p> <p><u>Accountabilities</u></p> <ol style="list-style-type: none"> 1. Ensure all activities are scheduled and tracked effectively, identifying areas of risk, and escalating them to the Service Operations Lead. 2. Coordinate the inputs needed for business papers and board meetings, ensuring all documents are submitted on time with the appropriate levels of approval. 3. Schedule meetings, prepare documents, and maintain records to support the team's operations. 4. Assist in coordinating activities across the Design & Transformation teams, undertaking various support tasks to aid in the effective delivery of their functions. 5. Help maintain the team charter, service KPIs, and risk register by updating documents, cascading information, and tracking progress. 6. Maintain records and report on resource allocation to help monitor the overall capability and capacity of the function. 7. Coordinate and monitor communications with partners and stakeholders, ensuring timely responses and effective relationship management.
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Work Context	<p>The Design & Transformation Service operates in a dynamic, agile environment, delivering strategic transformation initiatives across the council. The team is divided into three main sections: Design, Transformation, and Data, each crucial for driving change and innovation.</p> <p>Emphasising continuous improvement, the service requires team members to proactively identify opportunities for collaboration, optimisation, and efficiency gains. Effective communication and collaboration with internal and external stakeholders are essential for the successful delivery of transformation initiatives. The team is committed to excellence, innovation, and strategic alignment, focusing on delivering value and driving positive change across the organisation.</p> <p>The Design & Transformation Operations Officer supports the seamless functioning of the Design & Transformation Service by providing essential administrative assistance. This role ensures effective coordination, timely communication, and management of documentation and schedules, thereby contributing to the overall efficiency and success of the service's initiatives</p> <p>They work across the full breadth of the Design & Transformation functions under the supervision of the Service Operations Lead and other more senior members of the wider team. They work in an agile manner, quickly adapting to the different parts of the function they are supporting and can undertake a variety of activities in support of the wider team.</p>
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning.

	<p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Experience of working in a fast paced transformation environment

Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>
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