

## Role Profile

### Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7BF</b>	<b>Role Title</b>	<b>Directorate Support Officer</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Senior Directorate Support Officer</b>
		<b>Directorate</b>	<b>Place</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>Place Operations and Support</b>
		<b>Team</b>	<b>Business Assurance and Performance Team</b>
		<b>Date Role Profile created</b>	<b>Jun-25</b>

### 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.

<b>Role Purpose including key outputs</b>	<p>The Directorate Support Officer will provide flexible and adaptable support across the Directorate. They will undertake a range of administrative duties in order to provide a high quality support service to our internal teams and directorate leadership team.</p> <p>This may include organising meetings &amp; events, logging and tracking correspondence, purchasing and invoicing, collating and updating information, processing applications and HR support (recruitment, induction &amp; training). The post holder will be confident in using a variety of technologies including Microsoft Office software.</p>
<b>Work Context</b>	<p>The Place Directorate is a large and complex directorate with responsibilities including facilitating safe and reliable journeys, shaping places for our customers, achieving sustainability and climate changes targets and always putting the customer first while providing excellent value for taxpayer money.</p> <p>The Place Operations and Support service operates across the directorate and provides specialist support to enable the Place Leadership team and wider directorate to achieve the directorate priorities. This is through a range of supporting functions including contract management, performance management, business planning, service improvement, data and systems, workforce planning, administrative and leadership support and a PMO.</p> <p>The Directorate Support team plays a vital role as part of a wider support function with key responsibilities such as leadership support, priority enquiry management, finance admin, recruitment and induction support as well as supporting the management of directorate wide staff networks and communication. All team members are expected to work in a flexible and collaborative manner to ensure their colleagues are supported and can deliver against team objectives. Working in a political environment, the post holder will require tact, initiative, discretion and the ability to perform to the highest of professional standards.</p> <p>We operate a policy of agile working, which means you will have the option to spend part of your week working from home, though this may flex based on business need. Though the role is based in Merrow, we have teams based in offices across the County and business travel to other offices in Surrey may be required.</p>
<b>Line management responsibility</b>	No line management responsibility.
<b>Budget responsibility if applicable</b>	No specific budget responsibility but may have delegated tasks to track and manage financial activities (e.g. purchase orders and invoices)

<p><b>Representative Accountabilities</b> <b>Typical accountabilities in roles at this level in this job family</b></p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare reports/statistics/briefings to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> </ul> <p>Customer Service &amp; Support</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Maintain financial, and/or stock records, and review data to contribute to resource planning.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Maintain a network of contacts, drawing on support and advice from others to resolve problems.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.          Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.          Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to A level or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Relevant HR, Management, business administration or financial qualification to NVQ Level 3, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills.</li> <li>• Ability to work with others to improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Experience of SRM/SAP or other purchasing systems</li> <li>• Excellent Microsoft Office skills, and demonstrable ability to quickly learn how to use other applications</li> <li>• Experience of providing administrative/business support</li> <li>• Highly organised and able to juggle multiple tasks and priorities</li> <li>• Proactive problem solver, takes responsibility and initiative to resolve issues and deliver to deadlines</li> <li>• Excellent attention to detail</li> <li>• Excellent written and verbal communication skills</li> </ul>

<b>Role Summary</b>	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.
<b>Reference Number</b>	BM-2025-322