

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	Business Support Coordinator
Grade	PS7	Reports to (role title)	Workforce & Business Support Team Leader
		Directorate	Adult Social Care
JE Band	228-268	Service	Comms and Operations
		Team	ASC Workforce & Business Support Team
		Date Role Profile was created	Nov-16

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 an effective and efficient business support service to the support the Adult Social Care Directorate, including support with financial recording, performance management and business processes which assist with the delivery of front line services.</p> <p>Provide expert advice on at least one specialist area of the business support function.</p> <p>To maintain robust processes that ensure best practice is carried out across the service and contribute ideas on the continuous improvement of the service the team provides.</p> <p>To support the efficient procurement and commissioning of high quality and cost effective services through the development, maintenance and regular review of relevant business support systems, processes and procedures.</p> <p>Working closely with the Workforce & Business Support Team Leader and service representatives. The post holder will maintain an awareness of existing and proposed legislative and other developments affecting services in order to identify and apply cost effective means of delivering changes and improvements to business process and strategies.</p>
Work Context	<p>The post sits within Adult Social Care directorate in the Workforce Strategy and Business Support Team. The post will initially support the Mental Health service, the frontline teams and back office support teams. The role may also work cross service by working closely with business support staff in other ASC services.</p> <p>The post holder will need to maintain a good working relationship with a range of stakeholders including other business support staff, corporate and area finance teams, operational staff, HR, senior managers including external managers, candidates, recruitment agencies, members of the public and service users.</p>
Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<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>Customer Service & Support</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 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>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<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, 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 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. • Able 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).

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Experience of maintaining and improving business systems and processes and undertaking a wide range of business support functions.</p> <p>Substantial practical experience and understanding of business support including supporting service teams, excellent communication skills and providing excellent customer service.</p> <p>Experience of developing and managing business processes and systems, including experience and confidence in producing and understanding data</p> <p>An appreciation of the statutory local government framework, policies and services within Adult Social Care and service areas, and some understanding of main challenges, that Adult Social Care faces.</p> <p>Benchmarking, reporting, data analysis and presentation skills</p> <p>Proficiency in Microsoft office packages, e.g. Word, Excel, Outlook.</p> <p>Will be able to travel around the county to meet the demands of the role</p> <p>A satisfactory basic disclosure clearance is required</p>
<p>Role Summary</p>	<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.</p>
<p>Reference Number</p>	<p>BM-2016-174</p>