



## **JOB PROFILE**

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<b>Job title:</b>	<b>Business Support Officer (Level 1)</b>
<b>Pay Band:</b>	<b>AFC 12 to 15 - £24,462 to £25,809 (Level 1), AFC 18 to 23 - £27,228 - £29,799 (Level 2)</b>
<b>Directorate:</b>	<b>Business Support</b>
<b>Operational area:</b>	<b>Kingston and Richmond</b>
<b>Reports to:</b>	<b>Business Support Team Leader</b>

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### **VISION FOR ACHIEVING FOR CHILDREN**

**Achieving for Children is passionate about ensuring the best possible outcomes for children and young people and will deliver the services they need to live safe, happy, healthy and successful lives.**

### **WHO WE ARE**

Achieving for Children is a community interest company created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames to deliver their children's services. The company has delivered services since 2014. The Royal Borough of Windsor and Maidenhead joined the company in 2017. The Director of Children's Services is responsible for the delivery of early help, health, social care and education services in their local area, either Kingston and Richmond or Windsor and Maidenhead. Corporate support services, such as ICT, HR and finance, are delivered company-wide. These services are led by the Chief Operating Officer, who is also responsible for company governance and for ensuring it delivers its contractual obligations to its commissioning Councils.

Achieving for Children continually reviews its structure and business practices in order to provide the best possible services for children, young people and their families in the most effective and efficient way. As a result, the key tasks in any job profile may be varied and the post-holder will be expected to take on such variations and duties consistent with the level of responsibility of the post.

### **CONTEXT**

### **PURPOSE AND RESPONSIBILITIES**

The Business Support Officer is responsible for undertaking business support, under the supervision of the Business Support Team Leader, and liaising with service areas within the directorate to ensure that work is completed on time and to the standards stated by the SLA.

A high level of knowledge and previous experience of working in Children's Service environment is desirable for this role as well as an enthusiasm to work smarter and efficiently.

The Business Support Officer is on a linked grade over three scale points; staff can be placed on any point of the scale depending on the activities they perform (see below), progression to the next scale point will be determined through the performance appraisal process.

**Job content is listed below:**

**Level 1:**

1. To word process to an advanced level, a variety of service related documents, standard correspondence and reports to an agreed format.
2. To collate statistical information and reports in line with agreed SLA's.
3. To deal effectively with internal and external customers, including routine enquiries from members of the public, which could be face to face, receiving and responding to incoming communication e.g. general telephone calls, emails and resolving general enquiries at first point of contact, wherever possible.
4. To maintain both manual and electronic records, including confidential records, filing documents accurately recording information and archiving files in a standard format.
5. To prepare and distribute agendas, presentations and papers and take minutes where appropriate for larger meetings involving a number of managers and/or external customers as agreed with the Business Support Team Leader.
6. To support and mentor Business Support Assistants (Level 1 & 2) and apprentices including checking the quality of work.
7. Undertakes a range of relevant service-related financial administration responsibilities in accordance with AFC's financial procedures and systems
8. Inputs, updates, extracts and analyses data relevant to business support activities using relevant ICT systems
9. To work flexibly across the organisation and sites to provide support and cover to other business support teams as required
10. To work with officers within relevant service teams, ensuring they are provided with all necessary support and information to deliver the service effectively
11. Champion diversity and equality in the development and delivery of services and in all aspects of people management.
12. Ensure the wellbeing of employees and service-users by actively promoting and complying with health and safety regulations, policies and procedures.

**Level 2: All of the above plus:**

13. Provides high level support/coordination to a specialist team requiring greater level of expertise in a specific area.
14. Supports the Team Leader to achieve team KPI's and prepare monthly and quarterly statistics.
15. Supports with prioritising and allocating workload amongst team members, responding quickly to operational requirements and re-prioritising as necessary.
16. Supports the Team Leader in the delivery of the team plan outlined in the SLA
17. To provide supervision to some a small number of staff in the team
18. Where requested by the team leader, or in his/her absence, to deputise the management of the team including acting as a substitute on iTrent & Office Depot.
19. To deal with complicated and contentious queries from internal and external customers.
20. To provide some business support to relevant Associate Director(s) in service area
21. To support the Head of Business Support with any Business Support related projects on improvement, efficiencies and innovation.

**Management Responsibilities**

Where possible, there will be an expectation for Level 2 Officers to provide supervision to a small number of staff

*These are the key responsibilities as currently defined. Although there is an attempt to list them in priority order, priorities are subject to change and post holders should not place permanent emphasis on the location of the task within this job description.*

## ORGANISATIONAL VALUES

Trust - I am reliable, others can count on me to undertake tasks and deliver on what was agreed. I will do what I said I would do. I will encourage open and honest communication, and model clear and fair professional boundaries.	Essential	Interview
Respect - I will listen to and value other people's perspectives and differences. I will show empathy and humility in the way I communicate.	Essential	Interview
Empower - I help others to realise their ability and potential, and show emotional intelligence in my approach. I show appropriate and respectful use of the power given to me in my job or position and I use this to encourage and enable others.	Essential	Interview

## QUALIFICATIONS AND EXPERIENCE

### Qualifications

Educated to GCSE level C or above (or equivalent) in Mathematics and English	Desirable	Application form
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### Experience

Experience of working in Children's Service environment	Desirable	Application form and interview
Experience of working in a business support capacity providing administrative support	Essential	Application form and interview

Experience of forming good working relationships with colleagues and customers	Essential	Application form and interview
Experience of accurately recording and inputting information within agreed timescales	Essential	Application form and interview
Experience of providing meeting support including taking minutes	Essential	Application form and interview
Experience of organising and managing own workload with some supervision	Desirable	Application form and interview
Experience of supporting and providing mentoring to others	Desirable	Application form and interview
Experience of using a wide range of MS Office packages, including Word, Excel and PowerPoint	Essential	Application form and interview
Experience of using a wide range of Google packages, including Google Mail, Google Docs, Google Sheets	Desirable	Application form and interview
Experience of updating and maintaining databases	Essential	Application form and interview
Experience of collating statistical information	Essential	Application form and interview
Experience of providing support to projects	Desirable	Application form and interview

### **Knowledge, skills and abilities**

Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals	Essential	Application form and interview
Ability to demonstrate an understanding of how to handle confidential information	Essential	Application form and interview
Ability to be flexible and adaptable to changing goals, priorities and circumstances	Essential	Application form and interview

Ability to demonstrate a high level of determination, personal drive, energy and ambition to achieve challenging targets and improve outcomes.	Essential	Application form and interview
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Commitment to an organisational culture and the development of services that value equality and diversity.	Essential	Application form and interview
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*This job profile is provided for guidance only. It will be reviewed, updated and amended in accordance with the changing needs of Achieving for Children and the specific requirements of the role.*

**Updated: September 2019**