

JOB PROFILE

Job title:	Business Support Officer
Grade:	AfC SCP 12-15 (Level 1), AfC SCP 18-23 (Level 2)
Salary:	£24,462-£25,809 (Level 1), £27,228-£29,766 (Level 2)
Job family:	Business Support
Directorate:	Business Support
Reports to:	Business Support Team Leader

WHO WE ARE

Achieving for Children champions children and families, putting the wellbeing and education of children first. As a social enterprise, we can take a business approach to delivering our social aims. We have the independence and flexibility to tailor innovative solutions to the needs of children and their families, whilst maintaining our strong bond and deep commitment to society and public service.

CONTEXT

Achieving for Children was created by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames and is commissioned to deliver children's services on behalf of the two local authorities. Our vision for Achieving for Children is simple: by bringing together professional expertise from the two founding local authorities, and by putting children and young people at the heart of everything we do, we will be able to deliver improved outcomes for families and give children and young people the best start in life.

Achieving for Children is divided into five key business areas: Education, Early Help Children's Social Care; Special Educational Needs and Disabilities; and the Company (Standards and Improvement and Finance and Resources). Each business area is led by a Director or Associate Director who reports to the Chief Executive Officer.

Business Support is a central, fluid and flexible service providing support to critical activities that take place on a daily basis to enable the business to function and services to be delivered. A key driver for the Business Support service is to provide and deliver robust, resilient and efficient support through the eight Business Support Teams which meet client expectations and need. The teams provide a shared support service to managers and teams across AfC, working together using common processes and practices to meet the business needs of AfC and deliverables outlined in the Service Level Agreements (SLA).

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.

Scale point 22-25 (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 and 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

Scale point 26-29 (Level 2):

All of the above plus:

11. Provides high level support/coordination to a specialist team requiring a greater level of expertise in a specific area
12. Supports the Team Leader to achieve team KPI's and prepare monthly and quarterly statistics
13. Supports with prioritising and allocating workload amongst team members, responding quickly to operational requirements and re-prioritising as necessary

14. Supports the Team Leader in the delivery of the team plan outlined in the SLA
15. To provide supervision to some a small number of staff in the team
16. 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
17. To deal with complicated and contentious queries from internal and external customers
18. To provide some business support to relevant Associate Director(s) in service area
19. To support the Head of Business Support with any Business Support related projects on improvement, efficiencies and innovation

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.

Management Responsibilities

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

General

- To undertake all duties and inter-actions with employees, partner providers and customer fairly, without unlawful discrimination and with due regard to the AFC's Equality and Diversity in Employment and Service Delivery Policy.
- Any other duties which are in line with the grade and general level of responsibility of the post

ORGANISATION CHART



ACHIEVING FOR CHILDREN'S PROMISES

We will put children and young people first	Essential	Interview and application
We will embrace diversity and champion inclusion	Essential	Interview and application
We will be resourceful, adaptable and dependable	Essential	Interview and application
We will nurture strong, responsive and caring relationships.	Essential	Interview and application
We will value and invest in our staff to deliver innovative and quality services	Essential	Interview and application
We will work with our customers to deliver the most effective solutions for them.	Essential	Interview and application

QUALIFICATIONS AND EXPERIENCE

Experience

Qualifications

Educated to GCSE level C or above (or equivalent) in Mathematics and English.	Desirable	Application and Interview
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Experience of working in Children's Service environment	Desirable	Application, Interview and test
Experience of working in a business support capacity providing administrative support	Essential	Application and Interview

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

Knowledge, skills and abilities

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

This job profile is provided for guidance only. It will be reviewed, updated and amended in accordance with the changing needs of the service and the specific requirements of the role.

Agreed: January 2017. updated April 2019

J Hussain