


Northumberland County Council
JOB DESCRIPTION

Post Title:	Business Support Officer		Director/Division: Transformation & Resources	Office Use
Band:	Band 4		Service/Workplace: County Hall	JD No: 4417
Responsible to:	Senior Business Support Officer		Date: January 2024	Manager Level:
Job purpose: Responsible for provision of high quality business support services to senior leaders through the provision of effective and confidential services.				
Resources	Staff	Some coordination of additional business support allocated from time to time.		
	Finance	Accountable for expenditure against agreed but limited budget headings. Ordering and processing payments.		
	Physical	Access and control of critical and confidential service data. Careful use of office equipment.		
	Clients	None.		
Duties and key result areas: 1. Carry out a full range of business support duties for Directors and/or Heads of Service under the direct supervision of the Senior Business Support Officer. 2. Proactive diary management/call filtering and email management within agreed parameters. 2. Produce timely, accurate and high-quality typed material including correspondence, reports, minutes, e-mails, presentations and spreadsheets. 3. Attend meetings with senior leader(s) to take formal minutes and transcribe accurately and concisely providing a true record of proceedings. 4. Assist in the effective implementation of the business planning process in conjunction with senior managers by effectively monitoring work in progress against the work plan and ensuring that critical dates, events and actions receive appropriate attention. 5. Support the Senior Business Support Officer by undertaking assigned administrative projects, background research, investigations or data analysis as directed. 6. Plan and arrange internal and external meetings, including preparing the necessary paperwork e.g. agendas pre circulated in good time as appropriate, booking venues and refreshments, making appropriate travel arrangements, ensuring that the Director/Head of Service is adequately briefed and prepared. 8. Provide a link for senior managers with Elected Members, key stakeholders and other external bodies in a manner that maintains good working relationships. 9. Sift enquiries, ensuring that appropriate critical information is relayed on time or that enquiries are appropriately re-directed, 10. Control confidential papers, ensuring their safe retention, duplication and transmission and easy retrieval. 11. Receive visitors as and when required and provide refreshments for visitors. 12. Monitor and oversee allocated budget headings. Raising orders and arranging the payment of invoices. 13. Ensure that an effective filing system is in place and that Directors/Heads of Service have ready access to relevant information and are in possession of the necessary documents prior to scheduled meetings. 14. Assist with general service administrative and secretarial matters as required from time to time.15. Support the Business Support Team Leader and Senior Business Support Officer in the delivery of business improvement activities in relation to the Business Support Team. The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.				
Work Arrangements				
Transport requirements:		Occasional need to travel to other service locations to attend meetings, conferences etc.		
Working patterns:		Day work with some late hours and occasional weekend working. Flexible working hours will apply. 		
Working conditions:		Sedentary office/home based conditions as appropriate to business needs		

Northumberland County Council
PERSON SPECIFICATION

Post Title: Business Support Officer		Service: Transformation and Innovation	Ref: 4417
Essential		Desirable	Assess by:
Knowledge and Qualifications			
<ul style="list-style-type: none"> • Good general education demonstrating numeracy and literacy. • NVQ Level 2 or equivalent in a business related discipline 		<ul style="list-style-type: none"> • Knowledge of Local Government procedures • NVQ 3 Business Administration or suitable equivalent 	
Experience			
<ul style="list-style-type: none"> • Significant experience in a senior secretarial position. • Experience in taking minutes • Experience in diary management • Effective bring forward and filing system 		<ul style="list-style-type: none"> • Previous experience in a local authority Business Support Service role. 	
Skills and competencies			
<ul style="list-style-type: none"> • Good interpersonal skills. • Good organisational skills. • Good verbal and written communication skills. • Good skills in the use of Microsoft Office. (Word, Outlook, PowerPoint and Excel) • Ability to resolve problems and work on own initiative. • Ability to plan and prioritise work. • Ability to set and work to deadlines. • Ability to work under pressure. • Exercises due care and attention to detail. • Political awareness and sensitivity • To maintain strict confidentiality at all times • Reliable and keeps good time. • Promotes equal opportunities and diversity in all aspects of work. • Proactive, achievement orientated and work on own initiative 		<ul style="list-style-type: none"> • Able to demonstrate strong previous examples of working practise/skills and competencies in similar working environment. 	
Physical, mental and emotional demands			
<ul style="list-style-type: none"> • Works in a seated constrained position. Some standing, walking, stretching & lifting. • Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. • Contact with the public may result in some emotional demands. • Minimal exposure to disagreeable, unpleasant or hazardous conditions. 			
Other			
<ul style="list-style-type: none"> • WorkSmart approach to delivering services which may include remote/hybrid working 			

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits