

## Job Description

# Business Support Coordinator

Reference: AS007

Date: November 2025

<b>Job Family:</b>	Admin Support/Business Support
<b>Level:</b>	1
<b>Band:</b>	4
<b>Career Track:</b>	Operational

## Job Purpose

To deliver a high-quality, efficient, and proactive business support function that enables the service to operate smoothly and effectively by coordinating administrative processes, maintaining accurate records, supporting communication flows, and providing consistent, customer-focused assistance to managers and teams, while acting as a central point of coordination and contributing to the overall performance and continuous improvement of the service.

## Service Purpose

The Services are responsible for the delivery of Commissioning activity in line with the Council wide Strategic Commissioning Framework, underpinned by Category Management. The service is responsible for ensuring statutory duties for commissioning, market shaping, sufficiency, diversity, contract management and quality assurance are met across children and adult social care. The service also has responsibility for governance, performance, systems and finance across the adult's directorate ensuring management is supported by accurate and timely finance and performance information and that statutory returns are reported timely and accurately.

## Duties and Responsibilities

### Leadership

- Provide coaching, guidance, and on-the-job training to colleagues to support consistent practice, develop skills, and build capability across the team.
- Support the development and induction of new or junior staff where appropriate.

### Administrative and Operational Support

- Deliver comprehensive administrative support including diary management, meeting coordination, minute taking, and preparation of documentation.
- Maintain accurate filing systems (digital and physical) ensuring compliance with data protection and organisational standards.
- Prepare reports, correspondence, and routine communications on behalf of managers.
- Support procurement activities, raise purchase orders, process invoices, and monitor budget information as required.

### Service Coordination

- Act as a first point of contact for internal and external enquiries, ensuring timely and professional responses.
- Coordinate workflows and business support tasks across the team to ensure consistency, service resilience, and adherence to deadlines.
- Support the implementation of new processes, systems, and organisational procedures to improve efficiency.

#### **Data Management and Reporting**

- Develop, maintain and update service-related management information systems, spreadsheets, and tracking tools.
- Collate, analyse, and present data to support performance monitoring, decision-making, and statutory reporting.
- Ensure all information is accurate, up to date, and stored appropriately.

#### **Communication and Stakeholder Support**

- Facilitate effective communication between managers, teams, partners, and stakeholders.
- Draft internal communications, circulate key information, and support planning of staff briefings or events.
- Build strong working relationships across the organisation to support collaborative working.

#### **Compliance and Governance**

- Ensure all administrative activity complies with organisational policies, financial regulations, and governance requirements.
- Identify areas of risk or concern and escalate appropriately.

#### **Continuous Improvement**

- Contribute to service reviews and improvement initiatives.
- Identify opportunities to streamline processes and enhance the customer experience.
- Support the development and training of new or junior team members where appropriate.

## **Person Specification**

### **Professional and Technical Requirements**

#### Qualifications

- Level 3 qualification or equivalent in Business administration.

#### Knowledge, Experience and Skills

- Able to interpret written policy and communicate technical information clearly and professionally.
- Considerable experience and knowledge of a broad range of support tasks and procedures, including the operation of associated tools and equipment. Experience supervising staff and managing day-to-day operational tasks.
- Proficient in using office applications such as word processing, spreadsheets, and databases, with the ability to apply technology in new work-related situations to improve efficiency.
- Writes clearly, succinctly, and correctly with strong spelling, grammar, and punctuation, and demonstrates the ability to accurately manipulate numerical data using arithmetic functions, including percentages and decimals.
- Works in a systematic and orderly manner, maintaining accurate records and documentation in line with organisational standards. Demonstrates attention to detail in

handling data, processes, and administrative tasks, and manages multiple tasks effectively to meet deadlines and quality standards without constant supervision.

- Ability to form appropriate relationships quickly with colleagues and service users.

## Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital and Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community and Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

## Strengths

- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Precise:** You concentrate on detail and make sure everything is accurate and error free.
- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Efficient:** You convert resources into results in the most efficient and cost-effective way.
- **Improver:** You look for better ways of doing things and enjoy coming up with new and original ideas.

## Desirable

- Level 4 qualification or equivalent in a business-related discipline.