Job Description and Particulars of Appointment

- Job Title: Business Support Officer
- Post Number: P26913
- Grade and SCP: Grade 6 SCP 8-11 (£26,824 - £28,142)
- Directorate: People Directorate: Commissioning & Governance: All-Age Business Team

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As part of the All-Age Business Team, you will help deliver these key priorities and make a positive difference to people's lives in Shropshire.

Working with the Business Operational Team Leader, you will help deliver a positive, proactive and innovative business service that supports the vision and goals of adult and children's social care within the People Directorate. The role requires considerable discretion to protect confidential information, and duties may vary day to day in response to business and directorate priorities.

Overview of your role

You will contribute to the achievement of both the Council's Vision to deliver The Shropshire Plan and the Directorate's Vision and Values Statement. You will also play your part in helping to deliver the Executive Director's service plan objectives and the targets set in the Performance Assessment Framework.

You will work with the Senior Business Officer to provide a positive, proactive and innovative business service that is aligned to our vision and goals for adult and children's social care in the People Directorate. You will exercise considerable discretion to ensure that confidential information is not inadvertently disclosed. In addition, duties may change day-to-day depending on the Business & Directorate requirements.

Who will your manager be and what will you be responsible for?

You will be:

- responsible to the Senior Business Officer, who is in turn responsible for the post holder's health and safety, training, and development
- for providing essential administrative functions, handling financial tasks, and/or performing tasks related to maintaining system and data accuracy. This includes auditing, assisting in data entry and compliance, resolving data quality issues, retrieving missing details, and inputting data timely as per local government benchmarks and legal reporting requirements
- required to work effectively with a wide range of internal & external colleagues and communicate clearly and professionally with them, sharing relevant information and providing support as needed. You will follow the Council's policies and procedures for data protection, confidentiality, and safeguarding
- responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

This is an outline of the competencies, principal duties and responsibilities required for the post holder. The post holder will be required to carry out various aspects of the role which will change from time to time to strengthen skills and experience and to meet service needs. Individual guidance will be provided through Supervision and Personal Development Planning.

- Deliver high-quality and consistent customer service, addressing their questions, needs, concerns, and feedback in a prompt and courteous manner. Ensure that lessons learned from customer complaints are used to improve service quality and performance

- Perform administrative and financial tasks for the Business Service, such as arranging meetings, preparing documents, updating systems, managing correspondence, processing financial transactions, monitoring portal data, and participating in the phone rota

- Lead/ and or support colleagues in data entry and compliance, ensuring that cases are recorded and updated accurately and following agreed processes. When necessary, provide essential assistance to team members, either virtually or face-to-face

- Case management systems are updated and accurate by recording the progress of each case and attaching all relevant documents

- Leverage technology to capture detailed minutes from complex meetings. Prepare related documents and follow up actions, ensuring that all records comply with regulatory standards

- Ability to work in a pressured setting and to use own judgment to prioritise tasks, whilst also being flexible and adaptable to new processes and systems

- Contribute to the creation and enhancement of systems and processes to improve the team's performance, offering suggestions for improvement and feedback on new initiatives

- As a proactive team member, assist and support your colleagues to achieve team and service objectives. Help the team learn and adopt new work practices and explain how they and the organisation gain from them

- Communicate and collaborate effectively with other people who are essential for our service, such as senior managers, stakeholders, partners, and customers, and where required represent the team at meetings

- Be flexible and adaptable in supporting the work of your colleagues when they are away from the service, ensuring that the quality and continuity of the service is maintained

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- a priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

This is a hybrid role, requiring the post holder to attend the Guildhall as required, alongside home working arrangements

Your post is subject to the following:

- The post is Permanent, for 37 hours per week,
- Normal office hours are 7am – 7pm Monday - Friday and 8am -1pm Saturday with a minimum lunch break of 30 minutes. Occasional evening/night/weekend work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.