BUSINESS SUPPORT OFFICER

PAY SCALE	Grade 6 SCP 8-11 (£26,824 - £28,142)
CONTRACT TYPE	Permanent Full Time Position – 37 hours
LOCATION	Shropshire Council Head Office/Home Working
CLOSING DATE	4th September 2026

Our vision is - Shropshire living the best life

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

About the Role: Our Business Support Officers play a vital role in delivering a variety of services across adults' children's social care. Our teams are proactive and innovative in their approach to service delivery.

About You: We are looking for someone who will play a crucial role in supporting the smooth operation of our business functions. You will be responsible for:

- 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
- 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

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with continued service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme Shropshire County Pension Fund
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to Apply

We would love to get to know you more so please drop us an email if you would like to discuss this role or our team. You can email us on amy.pollard@shropshire.gov.uk

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!