

BUSINESS OFFICER INTEGRATED COMMUNITY EQUIPMENT LOAN SERVICE (ICELS)

PAY SCALE	<i>Grade 7 SCP 12-17</i>
CONTRACT TYPE	<i>Permanent – 21 hours per week. (37 hours per week available until May 2027 for maternity leave cover).</i>
LOCATION	<i>Hybrid – Guildhall, Shrewsbury, and remote working as appropriate</i>
CLOSING DATE	<i>08/11/2026</i>

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

As a Business Officer within the All-Age Business Team in the Care and wellbeing Directorate, you will play a key role in supporting Shropshire Council's ambition to deliver The Shropshire Plan. You will work closely with the ICELS Operational Manager to provide a proactive, innovative business service, ensuring the highest standards in administration and data management across adult and children's social care. This is a dynamic post where your contributions will help make a real difference to people's lives in Shropshire.

About you

- Strong administrative and organisational skills, with experience in data management and compliance.
- Excellent communication skills, able to work with a diverse range of colleagues and stakeholders.

- Experience handling confidential information with discretion and professionalism.
- Ability to analyse and report on data, evaluate performance, and contribute to business improvement initiatives.
- A customer-focused approach, committed to continuous improvement and service excellence.
- Ability to champion change and support organisational transformation initiatives.
- IT literate, able to use a range of digital tools for administration and reporting.
- Flexible, adaptable and willing to support wider team needs as required.

Key Responsibilities

- Provide essential administrative support and manage core business processes for the Directorate.
- Oversee financial tasks, data entry, auditing, compliance, and ensure data quality according to local government and legal standards.
- Handle Freedom of Information (FOI) and Subject Access Requests (SAR), coordinate complaints, and ensure compliance with all relevant statutory and Council policies.
- Support preparation and delivery of responses to a wide range of enquiries (e.g., complaints, MP queries, HR investigations, media enquiries).
- Champion business change and organisational transformation, working collaboratively to improve systems and processes.
- Oversee and support colleagues, ensuring high standards and accuracy in data and administrative tasks.
- Produce clear, accurate reports and presentations for stakeholders using tools such as Power BI.
- Build and maintain effective relationships with senior managers, partners, and customers.
- Be flexible and adaptable, providing support to colleagues and ensuring service continuity as required.

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 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 get in touch if you would like to discuss this role or our team.

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!