



Job Description

Job title	Business Support Officer	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Centralised Business Support Team	Salary	SK5-SK6 (£25,005-25,611 per annum)
Location	Currently mix of home and office-based working	Contract	Permanent

Main Job Purpose

To work as a part of a team providing a wide range of business support across the organisation.

The role will be primarily based in Grantham but offers a mix of office-based and remote working.

This role is not politically restricted.

Main Statement of Responsibilities

- To support teams across the organisation with a range of activities, including maintaining systems, collating documents, recording statistical information, assisting with procurement, document management etc.
- To assist teams in the production and printing of final documentation such as letters, notice reports, leaflets etc. as required.
- To be responsible for a variety of centralised functions within the remit of business support administration.
- To carry out any other duties as may be required by the Senior Leadership Team, Team Leaders or Service Managers which are commensurate with the grade.
- To accurately maintain records and statistical information as required.
- Liaise and collaborate with internal stakeholders across the organisation and external stakeholders as required, to support service needs to agreed timescales.
- Be part of a single point of contact team, but maintain links and skills with services we support
- Develop and support best practice that is adopted across all services
- Work to standardised processes and procedures for more effective and centralised service delivery

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.



- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential



- Ability to communicate effectively to different audiences, both face to face and via the telephone
- Ability to maintain confidentiality
- Ability to demonstrate IT literacy and use computer systems including financial systems, such as Cedar, information databases and document management systems
- Communicate clearly to different audiences, both internally and externally via multiple channels.
- Work with others to achieve success, this includes people across all levels of the organisation.
- Evidence of continuous learning
- Evidence of strong commitment to a customer focused service
- Previous experience of working in a business support role / function
- Experience of computerised databases and interrogations of external websites and portals

Desirable

- Basic knowledge of local government procedures and practices

Relevant Qualifications

Essential

- GCSE (Grade C or above) in Maths and English or equivalent

Desirable

- Current driving licence or the ability to make suitable alternative arrangements

Communication and Interpersonal Skills

Essential

- Creative, flexible approach to problem solving
- Accountable and willing to take responsibility for own actions
- Ability to prioritise work to meet deadlines
- Forward thinking and delivery focussed
- Willing to undertake training and development as required
- Contribute ideas and learning to support the Council as a learning organisation