Job Description

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| **Job Title** | Business & Programme Support Officer |
| **Grade** | Band G  |
| **Reporting To** | Business Manager |
| **JD Ref** | BUS0249G |

Purpose

The Champs Public Health Collaborative is a long-standing collaborative of nine Directors of Public Health (DsPH) and the Integrated Care Board Director of Population Health and their teams serving 2.7 million people in Cheshire and Merseyside (C&M), who also have a strategic influencing role within the Liverpool City Region and the Cheshire & Warrington sub-region.

Working to the ethos of ‘collaborative action, local impact’, the Champs Collaborative tackles a number of priorities, agreed with the DsPH, the Office of Health Improvement and Disparities (OHID) and NHS England, that are common to every area and where progress can best be achieved through collective systemwide action.

The Collaborative includes members of local teams who offer a unique and essential contribution as system leaders working with strategic partners, facilitated by a small Champs Collaborative support team (hosted by Wirral Council). The Champs support team leads, facilitates and enables delivery of these priorities and programmes.

The purpose of the Business & Programme Support Officer post is to support the Business Manager on delivering the daily operation of the Collaborative. This includes providing high quality professional business support (e.g. including finance, commissioning procurement and contract management, business continuity and human resource functions)

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.

**Champs Public Health specific duties & responsibilities:**

* Support the Business Manager with day to day efficient and effective operational management of human resource, financial resource, procurement, commissioning of services, contract management including support and advise programme managers in all of these areas.
* Support the Business Manager to effectively and efficiently manage the financial requirements of the Collaborative manipulating and updating financial records/spreadsheets
* Provide comprehensive support for a range of meetings to ensure the business management functions are achieved, responding to programme queries, whilst ensuring that the reports and presentation materials applicable to the business management functions, are delivered to deadlines and all documents are produced to a high standard.
* Support the Business Manager with liaison sessions with key Wirral services such as IT, Legal, Procurement, Finance, Democratic and other key corporate business management function support services, to ensure effective progress is made in relation to the support teams operational programme needs.
* Develop and maintain appropriate electronic and paper-based filing systems.
* Maintain effective diary management including arrangements for meetings, conferences, course attendance and travel arrangements.
* Maintain effective working relationships with key stakeholders across all levels such as secretaries, senior managers, and colleagues in other departments/agencies.
* Undertake the role of requisitioner using the Oracle Fusion finance and procurement system.
* Input and maintain accurate records using a variety of Microsoft packages, e.g. Excel, Word, PowerPoint, Access.
* Respond to internal and external agencies and members of the public requesting information.
* Support programme leads to ensure programmes are delivered within agreed financial and resource constraints.

**Communication, Engagement and Training:**

* Build and develop partnerships and relationships with key colleagues and business partners to help support the delivery of projects in line with local and national priorities under the direction of Business Manager.
* Ensure that the Business Continuity plan is maintained, and that processes for Personal Development plan sessions are well established, address annual governance checks/mandatory training requirements, and reporting of progress to line managers is in place to ensure timely completion within the first quarter of the financial year.
* Ensure liaison meetings with Wirral Councils business partners are in place to ensure good communication exists, and that current policy and procedures inform operational business management practices and are communicated effectively to the support team.

**Data Analysis and Decision-Making:**

* Provide assistance and support to the Business Manager to deliver best value and create efficiencies and maintain accurate financial records to support financial governance decision making.
* Assist with data collection and supporting the production of associated performance reporting as required, and the communication of these requirements to the support team to enable efficient completion of returns.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Ensure that all client financial and personal data is protected and is handled appropriately, adhering to the Information Governance Management Guidelines and Records Management policies and procedures for the safe and secure transfer of data into the Wirral archive Facility in line with relevant legislation.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* NVQ level 3 Diploma in Business Administration or equivalent.
* GCSE in Maths and English or equivalent to level C and above.
* ECDL or equivalent competence with IT applications.

***Desirable***

* 2 A-Levels or more or NVQ or equivalent level of education in a relevant subject.
* IT qualifications or demonstrable skills through experience

**Knowledge & Skills**

* Ability to work to deadlines.
* Strong organisational skills and the ability to manage competing priorities.
* Strong financial and budget management skills.
* Financially numerate and ability to manipulate financial data/complex excel spreadsheets
* Comprehensive working knowledge of Microsoft Office packages (including Word, Excel, Outlook and PowerPoint).
* Demonstrable ability to analyse complex data/information and make an appropriate decision on a course of action.
* Knowledge of relevant specialist legislative requirements relating to businesses processes e.g., data protection, procurement, commissioning, budget management, HR processes.
* Demonstratable understanding of business support processes.
* Ability to articulate information and to present clear, accurate and concise documentation.
* Good interpersonal and communication skills.
* Ability to communicate effectively with staff at all levels, members of the public and partner agencies.
* Ability to prepare and present concise project plans and reports.
* Understanding of confidentiality requirements

***Desirable***

* Knowledge of current public health issues.
* Understanding of issues involved in multi-agency programme delivery and partnership working.
* Ability to recognise discrimination in all its forms and put equal opportunities policy into practice.
* Knowledge and experience of change management resulting in improvements in delivery or practice.
* Knowledge of developing work policies, protocols, procedures, communications and briefings.

**Experience**

* Significant experience in the use of basic formulas and data input on spreadsheets /excel to ensure accurate and precise upload of information as this will be mapped against a corresponding budget and transaction reports and payments to providers.
* Experience of business support systems and working in an office environment, in areas such as e.g., data protection, procurement, commissioning, contract management, budget management, record maintenance for the champs Support Team and HR processes.
* Demonstrate previous experience of working at senior manager, secretarial level/administrative support level.
* Excellent organisational skills and ability to manage time and self effectively to meet strict deadlines.
* Excellent literacy and numeracy skills.
* Experience of administrative support in an office environment.
* Experience of working in a customer service environment.

***Desirable***

* Experience of working in a Public Sector organisation.

Additional Information

* Ability to travel inside and outside the Borough and work from various locations.
* Work hybrid, with a flexible working approach to accommodate service needs.
* Expected to work from a fixed location (subject to change).
* On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Helen Cartwright

Date Of Approval: September 2025