

To apply for this job role send your CV to : [recruitment@delsjansupportservices.com](mailto:recruitment@delsjansupportservices.com)

<b>Job Title:</b>	Business Support Officer
<b>Salary :</b>	£30960 per year
<b>Service Team</b>	Business Services Directorate
<b>Hours:</b>	37.5
<b>Contract :</b>	Permanent

### Operational Organisation

- The post holder is responsible for the proactive management of tasks relating to Business Support
- To manage a diverse workload efficiently and effectively in order to ensure that the Business Support Team keeps on track of all aspects of the current workloads, as supporting future business planning processes.
- To liaise with Business Support Team regarding data input, data quality, retrieval and reporting IT issues, incidents and complaints from contractors, clients and partners.
- To support the development and ongoing review of induction programme to ensure new starters within Managed Services are equipped to deliver their responsibilities effectively and efficiently.

### Main Areas of Responsibilities

1. Responsible for day-to-day organisation of the Office, including handling mail, maintaining adequate stationery supplies and carrying out help desk duties.
2. To handle and deliver decisions and actions without constant reference to the Senior Business Management Team; balancing when an issue needs to be escalated.
3. Ensure that the organisation is up to date with compliance changes, policies, procedures and developments that affect our operations.
4. Working in a professional manner; maintaining diplomacy, tact and confidentiality in communicating highly sensitive and contentious information with people of all levels within the organisation.
5. Deal with the day to day operational issues and ensure that complaints are investigated, managed effectively and draft report is produced on behalf of Business Support Team.
6. To track outstanding actions ; highlighting actions to the Senior Business Management Team that they are expected to complete, tracking and chasing progress.

### Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Essential	Desirable
<b>Equality and Diversity</b>		
The promotion of equality of opportunity and good working relations (providing practical leadership)	A/I	
<b>Education / Qualifications</b>		
Minimum Degree education level in relevant subject or equivalent level qualification or significant experience of working in similar role.		A/I/C/T
<b>Knowledge &amp; Experience</b>		
Significant experience of successfully operating in a busy and sensitive environment.	A/I	
Proven practical experience of setting up a busy and maintaining effective and efficient workflow.	A/I	
Proven experience of managing a busy office or as a senior administrator with a significant level of responsibility.	A/I	
Experience of managing data entries and reporting	A/I	
Experience of drafting briefing papers and correspondence.		A/I
Ability to use word processing, spreadsheet and data base packages in particular Microsoft Word , Excel, Access and Outlook.	A/I	
Understanding of the private sector		A/I

Skills and Capabilities		
An eye for accuracy and detail	A/I	
Strong and positive communication skills	A/I	
Ability to persuade others and motivate	A/I	
Excellent writing skills	A/I	
Ability to maintain complex document logs.	A/I	
Ability to contribute ideas for service improvement and development	A/I	
Excellent time management skills with an ability to prioritise.	A/I	
Ability to gather, analyse and report on data and information	A/I	
Collaborative and team approach to work.	A/I	
Self-motivated and proactive approach with excellent interpersonal skills.	A/I	
Ability to manage own workload.	A/I	
Ability to organise complex schedules of work and diary management.	A/I	
Demonstrated capability to act upon incomplete	A/I	

### Assessment Method

A = Application	I = Interview	C = Certificate	T = Test
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The duties and requirement listed above describes the post as it is at present. Applicant may be expected to demonstrate or accept reasonable alteration that may from time to time be necessary.