

## Job Profile

**Job Title:** Business Support Officer

**Job Grade:** Level 2, Zone 2

### About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The role sits within our Business Support service whose aim is to support and enable services across Camden to deliver for our citizens in an efficient and effective way.

### About the role

Business Support Officers provide a professional, proactive, flexible and customer focussed business support service to the organisation. The service works to be responsive to the needs of our customers and provide support that adds most value.

Business Support Officers provide a variety of administrative and customer facing activities that support staff across Camden services. These range in nature but could involve raising purchase orders on behalf of other services, supporting with established business systems and processes, or providing front-facing support to visitors coming into our buildings to enhance their visitor experience. Business Support Officers work across a range of teams in the Business Support service and staff need to adapt according to service need and show willingness to perform the full range of activities undertaken by our functions.

Ultimately, the role of a Business Support Officer enables services to meet their strategic objectives which enables the smooth running of functions that deliver for our citizens. This role will focus on the delivery of one of our current priority areas by ensuring that we support services in enabling colleagues across the council to have the tools that they need to deliver their roles effectively.

### Example outcomes or objectives that this role will deliver:

- Act as an ambassador for the council in welcoming, assisting, and signposting business visitors, council employees and colleagues from partner agencies.
- Ensure the professional delivery of activity related to established business processes such as system and database management that effectively supports the work of the organisation.
- Provide support to colleagues across Camden in the raising and receipting of purchase orders and supporting the processing of financial payments.
- Provide support to our records management function in the scanning of documentation for archive and retrieval of associated documentation.
- Ensure that relevant correspondence that is received into the organisation via post or email is recorded, scanned and distributed as appropriate.

- To signpost and provide advice to colleagues across Camden who contact the business support service.
- Provide colleagues across the council with the tools they need to deliver their roles effectively - including: managing team agile kit loans; locker management; stationery management; and oyster card distribution and monitoring.

### **About you**

- You will be experienced in providing excellent customer and administrative services in a fast paced, citizen-focused environment.
- You'll have the ability to develop good working relationships and demonstrate effective communication skills: written and verbal, with an ability to express issues in a clear and appropriate manner and work with a range of audiences.
- You will be expected to show high levels of professionalism and be approachable, courteous, and helpful in the delivery of support.
- You will have the ability to work with minimum supervision, using problem solving skills and initiative to provide considered judgments that are customer focused.
- You'll also be able to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others. This role requires you to deal diplomatically and confidentially with a wider range of stakeholders internally and externally. It also requires a level of resilience.
- You will be expected to embrace new technology to ensure that work is undertaken in the most effective and efficient way. You will also work closely with colleagues to identify areas for improvement.
- It is essential that you are educated to GCSE level or equivalent (to include Maths and English), and / or have an NVQ3 in Business Administration or similar.
- You should be able to demonstrate that you have a thorough understanding of Microsoft Office (Outlook, Word, Excel) and that you have effectively used systems to input and extract information
- Experience of taking minutes in a citizen-focused environment is desired but not essential.

### **Work Environment:**

The post-holder will be required to work flexibly and in different office locations within the London Borough of Camden. Work will be primarily office-based with some home working (flexibility will be required depending on which team you are based in).

The post holder will be required to work on their own and as part of a team.

### **People Management Responsibilities:**

None

### **Relationships:**

This post will report into the Business Support Team Leader, Level 4 Zone 1.

Business Support Officers work with colleagues across Business Support to ensure that a seamless service is provided to customers contacting the service. The post holder will be required to liaise with various teams and services across the organisation, resolving issues and providing advice as required. Key contacts will be:

- Senior leadership teams across all directorates
- Portfolio Holders and Elected Members
- Officers in Camden Council
- Officers in other local authorities and partner organisations and other visitors to our buildings
- Citizens from within and outside the borough

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,