

## Job Profile

Job Title: **Business Operations Officer**

Job Grade: **L4Z1**

Salary Range: **£43,004 – 49,131**

### 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 IT Business Management Service within our Digital and Data Services (DDS) department, explores innovative and efficient ways to procure goods and services, focusing on quality and cost savings.**

### About the role

The Business Operations Officer will be responsible for all financial transactions and activities within Digital and Data Services (DDS), monitoring and maintaining accurate records, explaining variances, and supporting managers with budgetary information.

You will be involved in planning and implementing operational strategies and policies that are in line with service goals and vision, monitoring and evaluating the performance and quality of the operations to identify areas for improvement or innovation, coordinating and collaborating with other departments to ensure seamless workflows and communication, helping to manage and allocate resources like staff, budget, equipment, and inventory to optimize operational efficiency and productivity, resolving operational problems and issues while providing guidance and support to colleagues and key stakeholders, as well as ensuring compliance with Finance, legal, ethical, and regulatory standards and best practices.

You will deliver the maximum value to the Council, helping to develop processes, monitor compliance, and oversee projects and budgets, collaborating across teams, working in an agile, fast-paced environment.

You will coordinate all DDS FOI requests, ensuring accurate data is provided and responses are managed within agreed deadlines.

You will manage relationships, creating a culture of transparency and easy accessibility of information both financial and nonfinancial.

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

- Monitor and account for Digital and Data Service (DDS) expenditure, making early identification of where costs may exceed planned budget and providing timely reports, ensuring that all IT financial targets can be met.
- Measuring key performance indicators, or objectives and key results, as they

- relate to the business' operational efficiencies, helping keep everything on track.
- Collect, analyse, and validate DDS operational requirements and ensures active follow-up on the progress of requisitions.
  - Provide support, training and pro-active financial advice for revenue and capital projects which contributes to the success of projects.
  - Support DDS management and other stakeholders with budget queries, and proactively provide regular feedback on budget status.
  - Work with DDS Purchasing Team and budget holders to forecast income and expenditure. Monitor transaction to resolve disputes and queries, as well as ensuring orders are receipted and payment made on time.
  - Setup new capital codes and transfer approved funds, while auditing to ensure expenditure is relevant to the project.
  - Ensure DDS scheme of delegation and financial structure is up to date, each cost centre and capital project code has authorised officers assigned at the correct level and against the correct code.
  - Process purchase orders, internal transfer and invoice external organisation as required, using Councils systems such as Oracle.
  - Coordinate response to FOI request, ensuring response are accurate, complaint and approved within the deadline.
  - Maintain FOI records and provide reports to management as required.
  - Maintain DDS establishment records and structure. Ensuring staff are assigned with the correct job position numbers, vacant roles no longer required are deleted, and staff are paid from correct cost centre.
  - Maintain and update DDS Organisation structure and responsibility matrix.
  - Support DDS managers with recruitment process and training and development plans.
  - Develop and maintain effective and productive relationships with key internal and external stakeholders, service users and other key teams such as, Finance, Legal and Corporate Procurement.
  - Setup of new supplier requests from initiation to raising PO's.
  - Monitor, document and improve processes across operations and business management.

### **About you**

- BSc in relevant discipline, or equivalent industry experience
- Expert in principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost-effectiveness.
- Expert in use of MS application, Word, Excel, Visio, Teams.
- Experience in using Oracle finance system.
- Expert in data analytics, using financial data to identify trends, gaps and provide reports.
- Be an excellent communicator, have the ability to influence and have good presentation skills and a pro-active approach to work, including identifying and resolving problems/issues.
- Awareness of the need for confidentiality, sensitivity of information and GDPR
- A competent background in financial processes
- Good at thinking on your feet and problem solving, with minimal supervision

### **Work environment**

You will be required to work in line with Camden's agile working framework including flexible and remote working patterns which are a combination of office-based and home working, as required by the service and effective delivery of services within that framework.

### **People management responsibilities**

- Take a leading role in the council's shift to progressive ways of working while continuously coaching across the organisation.
- Coach your own and other teams to improve their ways of working, to get more productive and effective.

### **Relationships**

- Internal at all levels including executive, senior officer, officer and members.
- External, including local government, voluntary sector, public, private, membership bodies, professional bodies agencies and other suppliers.
- To represent Digital and Data Services and the Council at national and international level.
- You will work closely with all Digital and Data Services (DDS) teams to coordinate financial activity.
- This post reports to the Business Manager.

### **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.