**Job Capsule Supplementary Information: Business Support Officer, Chief Executive’s Office**

**This supplementary information for *Business Support Officer* is for guidance and must be used in conjunction with the Job Capsule for**

**Business Services Job Family Zone 2 Level 2 Camden Way Category: 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To deliver a professional, proactive and reliable business support service in the Chief Executive’s office.

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

* To work flexibly, working on a range of activities to provide proactive support in the Chief Executive’s Office
* To ensure the professional delivery of established business processes
* To produce consistent and accurate work in a fast-paced office, working on a range of tasks such as;
  + Logging post on SharePoint
  + Dealing with incoming enquiries from residents, Councillors, MP’s and stakeholders
  + Uploading papers to BoardPad
  + Using Condecco to book meetings rooms as well as setting up rooms, ordering catering and greeting visitors
  + Using Ebuy to raise purchase orders
  + Typing up letters from the Chief Executive and exercising attention to detail
  + Using initiative to check in with the team
* To work with the team to identify areas for improvement and feel confident to express them
* Embrace new technology and ensure that the level of support offered is flexible and in line with Camden’s ways of working
* To work methodically to prioritise work and meet deadlines

**People Management Responsibilities:**

None

**Relationships:**

The post holder will be required to liaise with various teams and services across the organisation. Key contacts will include officers across all directorates, Members, stakeholders and members of the public.

**Work Environment:**

This post demands a very high level of professionalism, flexibility and a positive attitude in order to work successfully within the team to complete tasks. This post is office based between Camden Town Hall and 5 Pancras Square.

**Technical Knowledge and Experience:**

* Experience of working in a fast paced customer focused environment
* Resilience and ability to work with sensitive and sometimes challenging information
* Excellent knowledge and application of IT systems and software packages.
* Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focussed support service.
* Excellent levels of literacy and numeracy.
* Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
* Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
* Ability to identify improvements to processes and systems and to share the recommendations with the wider team.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**