**Job Capsule Supplementary Information: Business Support Officer**

**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 provide a professional, proactive, customer focussed business support service to the organisation, enabling services to meet their statutory and legal obligations and Camden Plan objectives.

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

* To accurately undertake minutes of a complex and highly sensitive nature in accordance with statutory and local guidance, ensuring that data is handled confidentially
* To work flexibly across the service, working on a range of activity to provide proactive support to service users
* To ensure the professional delivery of established business processes such as database management to support the organisation
* To work with colleagues and Team Leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users
* Embrace new technology to support service users, to 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
* Use innovative and imaginative thinking to improve service delivery

**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 of the public, social care service users and suppliers.

**Work Environment:**

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based (most likely to be 5 Pancras Square) and the post holder will be expected to work at other sites and to provide cover for similar roles.

**Technical Knowledge and Experience:**

* Experience of taking minutes in a fast paced, customer focused environment (preferably safeguarding minute taking experience).
* 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>