**This supplementary information for the Business Support Officer role is for guidance and must be used in conjunction with the Job Capsule for Family Business Services, Job 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 play a vital role in welcoming, assisting and signposting business visitors, council employees and partner agency contacts who in turn, support people who live, work and visit the London Borough of Camden.
* To provide a seamless and flexible council wide Business Support service, working on a range of activity to provide proactive support to service users regardless of the individual role.
* To represent and communicate on behalf of the Business Visitors and Events and the Agile Support function, acting as a main point of contact for enquiries from internal and external stakeholders ensuring a consistently high level of customer service
* To ensure the professional delivery of established business processes such as database management to support the organisation
* To work with colleagues and Team Leaders using innovative and imaginative thinking to identify areas for improvement, sharing and implementing best practice
* To embrace new technology, ensuring the support offer remains appropriate for all service users
* 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 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 Chief Officers, Elected Members, officers across all directorates, members of the public, Camden residents, local businesses, voluntary and statutory organisations, external agencies, officers in other local authorities,

**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 at 5 Pancras Square) and the postholder will be expected to work at other sites and to provide cover for similar roles.

**Technical Knowledge and Experience:**

* Resilience and ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focussed support service. Ability to communicate with confidence with Business Visitors and key contacts during internal Council events
* Ability to deal diplomatically and confidentially with a wider range of internal and external stakeholders Excellent practical application of IT systems and software packages, including spreadsheets, databases, communication, file sharing and presentation programmes.
* Ability to make accurate, logical and considered judgements, thinking creatively and working with others to develop innovative solutions
* Ability to work on own initiative, planning and prioritising work to manage conflicting priorities. To meet delivery deadlines, targets and agreed work standards, with minimum supervision
* 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 identify improvements to processes and systems and to share the recommendations with the wider team
* Experience of taking minutes in a fast paced, customer-focused environment (ideally safeguarding minute taking experience).

**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>