

JOB PROFILE
Business Support Officer
Level 2, Zone 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, flexible and customer focussed business support service to the organisation. Enable services to meet their strategic objectives by providing support that adds value. Adapt according to service need and show willingness to perform the full range of activities undertaken by functions within business support.

EXAMPLE OUTCOMES OR OBJECTIVES THAT THIS ROLE WILL DELIVER:

- To provide a flexible council wide business support service, working on a range of business support and administrative activity that adds value and supports the work of services across the Council.
- To be proactive and flexible in approach to work and be willing to perform the full range of activities that are undertaken by functions within business support.
- Undertake minutes of an often complex and highly sensitive nature in accordance with statutory and local guidance, ensuring that data is handled confidentially.
- Act as an ambassador for the council in welcoming, assisting and signposting business visitors, council employees and colleagues from partner agencies.
- To signpost and provide advice to colleagues across Camden who contact the business support service, maintaining high levels of customer service and professionalism. Be approachable, courteous, friendly and helpful in the delivery of support requests.
- Support the Agile Support function in providing colleagues across the council with the tools they need to deliver their roles effectively, including: managing team agile kit loans; locker management, stationery management, oyster card distribution and monitoring.
- Provide support to colleagues across Camden in the raising and receipting of purchase orders and supporting the processing of payments.
- 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.
- Ensure that relevant correspondence that is received in to the organisation via post or email is recorded, scanned and distributed as appropriate.
- Provide support in the scanning of documentation for archive and support the retrieval of associated documentation.
- Work with colleagues and Team Leaders in identifying inefficiencies and areas for improvement and use innovative and imaginative thinking, including new technology, to develop solutions to these.

- Work methodically to prioritise work and adapt as necessary to meet deadlines.

PEOPLE MANAGEMENT RESPONSIBILITIES:

This role has no formal line management responsibilities. For development purposes some Business Support Officers may opt to supervise Business Support Apprentices.

RELATIONSHIPS:

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

Business Support Officers will 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
- Citizens from within and outside the borough

Some matters are likely to be contentious, confidential or complex requiring support, tact, persuasion and sensitivity, and outcomes will impact on citizens or organisations.

WORK ENVIRONMENT:

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service.

TECHNICAL KNOWLEDGE AND EXPERIENCE:

- Experience of having worked in a fast paced, citizen-focused environment.
- Excellent customer service skills and ability to communicate with a wide range of internal colleagues and external business visitors, maintaining diplomatically and confidentially at all times.

- Significant experience of effectively using software packages, systems and databases to input and extract data.
- Experience of accurately taking minutes in a citizen-focused environment (ideally safeguarding minute taking experience)
- Ability to work with minimum supervision, using problem-solving skills and initiative to provide customer focused support.
- Ability to use initiative to make accurate and considered judgements.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Excellent knowledge and application of IT systems and software packages.
- Strong communication skills – both verbally and in writing
- Ability to identify improvements to processes and systems and to share the recommendations more widely.
- Excellent levels of literacy and numeracy with good analytical skills.

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