

Job Profile

Job Title: Business Support Officer

Job Grade: Level 2, Zone 2

Salary Range: £29,873 - £32,210

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.

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.

About the role

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.

About you

- 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.

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.

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.

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

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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). 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 or post to 5 Pancras Square, London, N1C 4AG,