BS8

Business Support

Role Profile Description

Date	January 2015
Purpose	To organise resource and provide business information and support in a complex business and administrative area, to internal and external customers.

Your responsibilities:

Leadership (Self and Team)

Accountable For	End Result
• Planning organising and prioritising own work and co-ordinate with other team members. • Contributing to team planning.	• Allocated work is completed on time and to required standard and quality. • Issues arising are responded to in a timely manner. • Resource is used efficiently.
• Contributing to team-working. • Providing instruction and on-the-job training for colleagues. • Assisting in allocating and checking work of colleagues in the same work area. • Supporting and guiding less experienced staff, if required, including overseeing colleagues	• Teamwork is effective. • Colleagues are supported.

Competency measurements

Relate and work well with others and know own role within the council.
Challenge poor performance in others.

Making things happen / Delivering results

Accountable For	End Result
• Planning and leading projects in own work area • Participating in projects outside own service area.	• Work is delivered to the required standard and on time.
• Preparing a full spectrum of information and reports. • Interpreting data and providing relevant recommendations for action. • Maintaining a high level of service delivery.	• Information is relevant and accurate. • Management decisions are informed. • Business recommendations are effective.
• Checking service delivery and processes are in line with legislative developments and quality requirements. • Interpreting non-standard situations and applying	• Processes are carried out compliant with current legislation and procedures and quality standards.

appropriate policy and precedent.	
• Making real-time service decisions in response to operational issues, in line with local procedures and established guidance.	• Customer service is provided to the required standard. • Processes are carried out in line with legislative procedures. • Colleagues are supported.
• Ensuring compliance with performance indicators.	• Delivery is achieved against SLAs. • PIs are achieved. • Non-compliance with PIs is identified and remedied.
• Undertaking Fire Warden duties for the building including arranging for regular inspection of the equipment and organising / overseeing practice and emergency evacuation procedures where necessary.	• Equipment is maintained in good working order and is fit for purpose. • The safety of people using the building is maintained.
Competency measurements	
Sensitive to the impact of decisions. Take action to overcome immediate obstacles and barriers to success and if necessary try more than one approach to overcome a problem.	

Service Improvement and innovation

Accountable For	End Result
• Identifying potential business opportunities and monitoring contracts.	• Business is improved.
• Meeting with customers/partners to review service delivery and resolve problems.	• Service improvement ideas are put forward.
• Making recommendations for improvement. • Cooperating with change.	• Improvements are identified and implemented.
Competency measurements	
Express ideas effectively and question the traditional way of doing things. Look for fresh approaches to improve service delivery.	

Managing resources

Accountable For	End Result
• Monitoring budgets and ensuring budgetary information is up-to-date Handling or processing money.	• Budgetary information is up-to-date and accurate.
• Operating and maintaining general office equipment and other facilities where appropriate.	• Equipment, services and materials are available to colleagues for service delivery. • Services, materials and supplies are provided using Service guidelines/procedures.
Competency measurements	
Methodical, accurate and well-organised and prioritise own work schedules. Keep track of spend and make sure work is approved and signed off as necessary. Maintain recognised financial and other procedures and practices.	

Customer and Community focused

Accountable For	End Result
• Resolving escalated and difficult issues from customers involving direct contact with challenging people.	• Answers are provided to issues. • A high level of service procedural knowledge is maintained. • Customer service is provided to the required standard.

	• Colleagues are supported.
• Responding to enquiries and operational issues raised by customers, internal stakeholders and partnership organisations.	• Enquirers are informed of situation and any action required. • Customer services and operations are provided to the required standard. • Customers/partners are satisfied.
Competency measurements	
Consult and seek to understand the customer's views and seek feedback on performance in order to improve the service.	

Qualifications, knowledge, experience and expertise

- NVQ 3 or 4 or equivalent experience or knowledge in the relevant work area.
- Knowledge of the procedures and approaches in the area, and understanding of general organisation procedures, regulations and legislation, as applicable.
- Thorough understanding of own area, and able confidently to give considered advice both within and outside the organisation.
- Knowledge of Health and Safety and related procedures and policies and how they apply to the work area.
- Need to understand “how and why,” not just “what.”
- Good Interpersonal skills which may involve standard advice or persuasion.
- ICT literate relevant to work area.
- Thorough working knowledge of relevant software packages.
- Understanding of budget processes and organisational priorities.
- Understanding of how to deal with customers to required standards of service.
- Comprehensive knowledge of complex and diverse processes, procedures and systems within area of operation.
- Relevant specialist knowledge of facilities and equipment used in work situations by the team(s) and their safe use.
- Full knowledge of service provided and service-specific guidelines.

Cumbria County Council behaviours

The county councils behaviours explain how we need to perform our roles, rather than what we need to deliver. They explain what behaviours are needed to move the council in the right direction for success.

For further information please see:-
www.cumbria.

Cumbria County Council competencies

The competencies shown in the role profile are for your level. They are cumulative so it is assumed that those at a higher level demonstrate the competencies from the lower levels.

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