

BS7

**Business
Support**

Role Profile Description

Date	January 2015
Purpose	To supervise team members to provide information and business administration support to internal and external customers..

Your responsibilities:

Leadership (Self and Team)	
Accountable For	End Result
- Organising and co-ordinating the work of employees. - Implementing some Human Resources procedures in the area, including performance and attendance management and appraisal and assisting with discipline and recruitment. - Planning work for self and staff being supervised. - Day-to-day supervision of staff.	- Teamwork is well organised. - Service delivery is effective. - Human Resources issues are dealt with effectively, or escalated.
- Monitoring and allocating workload within team. - Monitoring performance on a day-to-day basis.	- Service delivery is efficient, accurate and timely. - Staff conduct themselves appropriately.
- Supervising, developing and motivating a team. - Contributing to team planning.	- Wider team development needs are communicated to the manager. - Team members' skills and knowledge are developed, so they are capable of achieving the required performance. - Work objectives are achieved.
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.	Work is delivered to the required standard and on time.
Maintaining a high level of service delivery.	- Management decisions are informed. - Business recommendations are effective.
- Consolidating and reporting various sources of relevant information to inform others. - Interpreting data and making recommendations for action.	- Detailed and accurate management information is provided. - Management decisions are enabled.

• Checking that service delivery and processes are in line with legislative developments and quality requirements.	• Processes are carried out compliant with current legislation and procedures and quality standards.
• Making real-time decisions in line with local procedures. • Approving action outside standard delivery, within procedural parameters.	• Day-to-day operational decisions made within guidelines and standard procedures . • Service delivery is efficient and timely. • Customer service is provided to the required standard.
• 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
• Meeting with customers/partners to review service delivery and resolve problems.	• Service improvement ideas are put forward. • Customers/partners are satisfied.
• 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, reconciling and processing financial transactions including authorising refunds. • Processing and handling cash (including client monies) and processing small amounts of money, cash and small transactions. Assisting in managing a budget and controlling petty cash float (s).	• Monies reach the correct destination in a timely manner. • Financial information is accurately recorded and reported.
• Utilising all available operating systems. • Operating and maintaining office equipment and other facilities where appropriate. • Monitoring supplies and services.	• A high level of data integrity is ensured. • Equipment, services and materials are available to colleagues for service delivery. • Services, materials and supplies are provided using service guidelines/procedures.
• To ensure compliance with the Service's Health and Safety policy.	• The environment is safe. • Proper equipment is used.
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
• Providing breadth of information to internal and external customers on request.	• Accurate and up-to-date information is provided to customers.

Resolving escalated issues from customers involving direct contact with challenging people.	- Answers are provided to issues. - Customer service is provided to the required standard. - Colleagues are supported.
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 Level 3, or equivalent experience or knowledge in the relevant work area. - Some experience of supervising staff or work allocation. - Knowledge of Health and Safety and related procedures and policies and how they apply to the work area. - ICT literate relevant to work area. - Thorough working knowledge of relevant software packages. - Understanding of financial processes and organisational priorities. - Good interpersonal skills including tact. - Understanding of how to deal with customers to required standards of service. - Full working knowledge of processes, procedures and systems within area of operation. - Knowledge of service provided in own area and service-specific guidelines. - Understand how effectively to investigate records and data to answer queries.

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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