


Profile Title:	Senior Business Support Officer	 BARNSLEY Metropolitan Borough Council				
Reports to:	Team Leader/Manager					
Employee Management:	Up to 20 employees	Grade:	06	Profile Ref:	110451	
Purpose of the Post						
To effectively supervise a team of staff and co-ordinate their day to day deployment and workloads to ensure the provision of an effective and efficient business support service across different business units and geographical locations						
Responsibilities						
<ul style="list-style-type: none"> Effectively supervise a team of staff, providing direction and co-ordination of workloads, support and guidance dealing with performance management, recruitment, motivation, training, welfare and discipline issues as appropriate. Provide high-level business support throughout the service, dealing with complex issues and providing appropriate advice and guidance to customers as required and take ownership of specific issues within the service, co-ordinating and monitoring milestones through to resolution.. To undertake funeral arrangements associated with Public Health funerals including conducting property searches, liaising with bereaved individuals and numerous official agencies on the affairs of the deceased. Develop and maintain knowledge of regulations, policies and procedures which have implications for service delivery, and keep abreast of relevant local and national developments to enhance the service. Assist in the design and development of internal systems and processes to ensure the efficient functioning of the service is maintained as well as ensuring that confidential information is dealt with appropriately Produce training and development materials and deliver staff training to business support teams ensuring clarity, accuracy, and consistency across the service on the full range of diverse functions supported by the service. Liaise, negotiate and collaborate with internal and external stakeholders including senior managers, employees and members of the public in respect of service delivery. Support the information flow requirements of the service including the effective monitoring, reporting and presentation of performance information ensuring effective and timely gathering, collation and evaluation of data. Undertake administrative duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and requests. Comply with all health and safety regulations, legal requirements, statutory requirements, standing orders and financial regulations of the Council. Undertake any other duties commensurate with the role as requested by management 						
Education and Training					Measure	Rank
<ul style="list-style-type: none"> Relevant level 3 qualification OR extensive significant equivalent demonstrable experience * Evidence of continued professional development Willingness to undertake the Council's Leadership Programme 					A/C	E
					A/C	E
					A/C	D

Relevant Experience	Measure	Rank
*Experience of knowledge and information management and understanding of its importance for the organisation.	A/I	E
*Considerable experience in the development of systems and processes and applying methodologies to achieve efficient administrative performance	A/I	E
*Experience in the application of methods for evaluating the effectiveness of business systems and processes.	A/I	E
<ul style="list-style-type: none"> • Experience of supervision and monitoring performance and service delivery • Experience of working in a customer focused environment with significant experience supporting the delivery of services to the public both directly and indirectly • Considerable experience of taking ownership of specific issues within a service, co-ordinating and monitoring milestones through to resolution on behalf of the manager. • Significant experience of working with sensitive and highly confidential information. • Significant experience of presenting information verbally at meetings and delivering presentations and briefing sessions. • Experience of managing, monitoring and reporting complex data and information • Experience of contributing to policy and procedure formulation 	A/I A/I A/I A/I A/I A/I A/I	E E E E E E E
General and Special Knowledge	Measure	Rank
*Knowledge and understanding of the role and function of policies and procedures in meeting customer requirements	A/I	E
* Knowledge and understanding of performance management in the workplace and how to deal with underperformance	A/I	E
<ul style="list-style-type: none"> • Knowledge of project management and process re-engineering methodologies • Knowledge and understanding of internal business processes • Applied knowledge of Microsoft applications. • Knowledge of current issues facing local government 	A/I A/I A/I A/I	E E E E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> • Ability to supervise staff, providing clear direction and opportunities for team/individual development and deliver training to others • Well-developed ability to manage a challenging workload under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation and time management. • Ability to deal empathetically and compassionately with situations involving bereavement • Highly developed written and verbal communication skills with the ability to deal with a variety of internal and external stakeholders including complex enquiries from the public. • Ability to manage, operate and develop effective systems and frameworks to support operational service delivery • Accurate and methodical in the preparation and presentation of documentation, data and information. • Ability to work individually and as part of a team and in partnership with others to deliver common goals. • Ability to adopt an effective approach to problem-solving, adapting to changes in circumstances or information. 	A/I A/I A/I A/I A/I A/I	E E E E E E

Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> • Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> • Willing to undertake training and continuous professional development in connection with the post. 	A/I	E
<ul style="list-style-type: none"> • Work in accordance with the council's vision, priorities, values and behaviours. 	A/I	E
<ul style="list-style-type: none"> • Able to undertake any travel in connection with the post. 	A/I	E