**Job Description**

***SLT SUPPORT BUSINESS SUPPORT OFFICER***

***[GRADE 5]***

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| **Service:** | Digital Services | **Team:** | Digital Business Engagement: Digital Exec Support |
| **Location:** | Preston |
| **Salary range:** | £25,183 - £27,269 | **Grade:** | 5 |
| **Reports to:** | Business Support Team Leader | **Staff responsible for:** | None |

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| **Job Purpose** |
| Work with the Business Support Team to provide day-to-day support to the Senior Leadership Team. Manage own workload and make sure the objectives of the team are met and maintained on a daily basis. Use practical and procedural knowledge to interpret information or situations. Use judgement and problem-solving skills to provide the correct service. Make decisions within guidelines and respond independently. Escalate issues to management when appropriate. |
| **Accountabilities/Responsibilities** |
| * Support the Senior Leadership Team on a day-to-day basis alongside other Business Support Officers.
* Delegate tasks where appropriate and make sure workload is shared amongst the team
* Follow support systems and processes
* Work as a team to handle difficult situations and responses to complex issues
* Understand when to escalate problems when necessary
* Ensure the VIP function runs effectively and follows procedures, escalate to management when appropriate
* Communicate with Chief Executive, Executive Directors, Directors and Heads of Service effectively to acquire urgent responses and build a good rapport with internal services

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations. |
| **Other** |
| * **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work. * **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy. * **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:*** **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.* **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.* **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.* **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

***SLT SUPPORT BUSINESS SUPPORT OFFICER***

***[GRADE 5]***

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| **Requirements** | **Essential (E)****or****Desirable (D)** | **To be identified by: application form (AF),****interview (I),****test (T), or****other (give details)** |
| **Qualifications:*** 4 GCSEs at Grade A\*-C or Grade 9-4, including English and Maths
 | E | AF |
| **Experience:** |  |  |
| * Previous administrative experience
 | E | AF, I |
| * Excellent working knowledge of Microsoft programmes especially Outlook, Word and Excel
 | E | AF, I |
| **Knowledge and skills:** |  |  |
| * Strong organisational skills that reflect ability to perform and prioritise multiple tasks with excellent attention to detail
 | E | AF, I |
| * Good written and verbal communication skills
 | E | AF, I |
| * Ability to use own initiative when acting on behalf of senior officers
 | E | AF, I |
| * Problem-solving capability
 | E | AF, I |
| * Ability to build and maintain effective networks and relationships at all levels.
 | E | AF, I |
| * Commitment to teamwork
 | E | AF, I |
| **Other:*** Commitment to equality and diversity
* Commitment to health and safety
* Display the LCC values and behaviours at all times and actively promote them in others
 | EEE | AF, IAF, IAF, I |