

## Business Support Officer (Learning and Development)

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**Department:** Children, Young People, Education & Skills (CYPES)

**Division:** Children's Social Care

**Reports to:** Learning and Development Manager

**JE Ref:** CYP1160

**Grade:** CS06

**JE Date:** 01/08/2023

### Job purpose

To administer and provide comprehensive support within the Business Support function, and across Children's Social Care, providing an administrative, analytical and advisory support service. The postholder will provide individual contribution working within a team, offering first line support to services.

### Job specific outcomes

1. Provide a broad range of high level administrative support services to the relevant business area, using initiative and drawing on experience to anticipate business needs and respond accordingly.
2. Respond to practical queries using initiative and judgement to prioritise tasks and duties, providing a customer focused service to all.
3. Organise, input into and monitor databases to ensure accurate recording; undertake analysis and produce non-standard reports to provide the business with the information it needs to support decision-making.
4. Proactively review relevant systems and processes within own area of work and make recommendations to continuously improve efficiency and performance, contributing as part of the wider Business Support Team.
5. Communicate and share relevant information with stakeholders as directed by more senior colleagues, to promote collaborative working and to keep stakeholders up-to-date with events, meetings and activities.
6. Develop and maintain an awareness of other teams and services activities, building positive relationships with them to ensure a collaborative service is provided to the business.
7. Responsibility of processing of invoices for payments on relevant finance systems, and any relevant financial administrative processes required on behalf of management ensuring they adhere to the relevant finance public manual
8. To maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.

9. Create and update performance measurement tools providing advice and support to managers to ensure the integrity, data quality and production of management information is accurate to meet the requirements of performance review meetings.
10. Support the Services when there are major incidents, providing administrative support to ensure the Service in question can focus on responding to the islands needs.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>5 GCSE A-C qualifications or equivalent.</p> <p>NVQ level 3 in Business Administration</p>	
<b>Knowledge</b>	<p>Knowledge of operating across a number of systems and adjusting to specialist systems;</p> <p>Knowledge of supporting in a business administrative capacity.</p>	<p>Knowledge of ITS Connect systems</p>
<b>Technical / Work-based Skills</b>	<p>Have used computer systems to enter data and retrieve data;</p> <p>Proficient in using computer applications e.g. Microsoft Office;</p> <p>Attention to detail and ability to record information accurately with minimum supervision;</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required.</p>	

<p><b>General Skills/Attributes</b></p>	<p>Able to accurately record information and data;</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise;</p> <p>Organised and self motivated</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc;</p>	
	<p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity;</p> <p>Be able to operate within a number of specialised IT and software systems;</p> <p>Be able to carry out skills, complicated established activities.</p>	
<p><b>Experience</b></p>	<p>Practical relevant work experience in the provision of broad administrative support</p> <p>Ability to manage a varied workload;</p> <p>In depth understanding of administrative methods that have been learned through direct job experience.</p>	
<p><b>Criteria relating to Safeguarding</b></p>		<p>An awareness of safeguarding</p>

## Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.