

## Business Support Officer

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**Department:** Justice and Home Affairs

**Division:** States of Jersey Police

**Reports to:** Business Support Team Leader

**JE Reference:** JHA1084

**Grade:** CS06

**JE Date:** 8/3/2022

### Job purpose

Consistently demonstrate a service first mind-set and provide administrative, analytical, advisory and financial support across SoJP. There will be individual contributors working within a team, offering first line support to provide a wide range of services to customers, staff and the organisations.

### Job specific outcomes

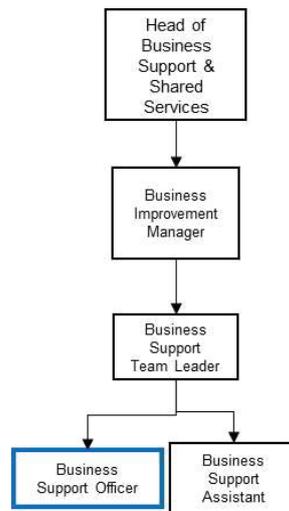
1. Provide a broad range of support services to the organisation, using initiative to anticipate business needs and respond accordingly.
2. Respond to complex practical queries using initiative and judgement to provide a customer orientated service to all internal and external departments and stakeholders.
3. Organise, input into and monitor databases to extract relevant information and to ensure relevant recording of data. 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.
5. Communicate and share relevant information with internal and external stakeholders as directed by more senior colleagues, to promote collaborative working and to keep all relevant stakeholders up-to-date with activities.
6. Maintain an awareness of other teams and services and build positive relationships with them to ensure a joined-up service is provided to the business.
7. Provide financial administrative support to management and ensure it is processed and records maintained in accordance with procedures required on behalf of SoJP ensuring they adhere to the relevant GoJ policies and procedures and the Public Finance Manual.
8. Maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
9. Support the Services when there are major incidents, providing administrative support to ensure the Service in question can focus on responding to residents' needs.

### Statutory responsibilities

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

### Job Organisation chart

#### Business Support and Shared Services Team



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Minimum 3 GCSE's or equivalent, or demonstrated experience of working at a similar level.	
<b>Knowledge</b>	<p>Knowledge of operating across a number of systems and adjusting to specialist systems;</p> <p>Working knowledge of relevant systems (e.g. Microsoft Office), equipment, processes and procedures including standard software packages, with limited use of non-standard software;</p> <p>Knowledge of high level administrative procedures with the ability to recommend changes to processes.</p> <p>An awareness of data protection issues is essential;</p>	<p>Knowledge of current Data Protection Law;</p> <p>Knowledge of Public Finance Manual and GoJ Policies and Procedures</p>
<b>Technical / Work-based Skills</b>	<p>Ability to use and adapt to various 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>Note taking skills/ability</p> <p>Excellent typing skills;</p> <p>Strong communication skills required, to promote collaborative working within the teams.</p>	<p>Ability to speak additional languages.</p>
<b>General Skills/Attributes</b>	<p>Practical relevant work experience in the provision of administrative, analytical and advisory support.</p> <p>Organised and self-motivated;</p> <p>Able to accurately record information and data;</p> <p>Able to deal with a number of requests in a planned and organised way;</p> <p>Be able to carry out established and continuing activities;</p> <p>Competent numeracy and literacy skills;</p>	

	<p>Competent oral and written communication skills.</p> <p>Reliability, discretion and trustworthiness are required, as the post holder will have constant access to classified material and personal records;</p> <p>Teamwork skills, willingness and ability to assist others are essential;</p>	
<b>Experience</b>	<p>Experience of working in a confidential setting with the ability to work to a high standard with little supervision, working under pressure maintaining accuracy and attention to detail.</p> <p>Practical relevant work experience in the provision of administrative support services;</p> <p>Experienced in planning, prioritising and organising own and other's work/schedules ensuring deadlines are met.</p>	
<b>Criteria relating to Safeguarding</b>	<p>Exposure to unsavoury, confidential and sensitive issues where the careful and effective handling of such matters is essential.</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 Government of Jersey Tier 6 core accountabilities attributes and behaviour indicators.

**The standards relevant to this tier, identified in the Government of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.**