

Service Document Standard Form:

Role Profile

Business Support Officer

Linked documents: Job Evaluation Guidance Note



Buckinghamshire
FIRE & RESCUE SERVICE
we save lives

ROLE DETAILS:

Role Title:	Business Support Officer
Grade:	Scale C
Service area:	Service Improvement
Responsible to:	Business Support Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

To be part of a flexible team, providing high quality, proactive support to the directors, strategic leaders (SLT) and elected Members, helping them to perform their roles.

To facilitate strategic-level internal meetings and Authority meetings, including agenda preparation, paper collation, accurate minute-taking, action tracking and forward plan.

The postholder will be expected to work flexibly across a range of priorities, adapting to organisational needs as they arise. They will deliver their responsibility with diligence and attention to detail. Ensuring a consistent professional standard of service and representing the Service and its leaders effectively at all times.

The dynamic nature of this role requires exemplary time managing skills, ability to work at a fast pace and to identify and anticipate the needs of the strategic leaders and members.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): Non-Direct: Financial consideration to be given when raising purchasing orders, booking venues and hotels and approving expenses.

Staff responsibilities (direct or non-direct): No direct staff responsibilities but will be required to work with staff across all levels.

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

Business Support

- Manage and co-ordinate the Business Support diary / emails as required, responding to correspondence maintaining a consistent high standard
- Manage the Delivery Groups and other strategic level meetings/processes including

Service Document Standard Form:

Role Profile

Business Support Officer

Linked documents: Job Evaluation Guidance Note



Buckinghamshire
FIRE & RESCUE SERVICE
we save lives

meeting room bookings, informing and reminding members of timescales and processes, ensuring that papers are distributed on time, preparing agendas and taking minutes

- Ensure that all strategic-level internal meetings outcomes are electronically accessible to all staff
- Implement and promote good administrative practice across all disciplines e.g. preparation of reports, document management systems and meeting management
- Managing events/visits (e.g. Long Service) as directed by line management
- Coordinate the Freedom of Information (FOI) process to ensure they are handled with agreed process and timescales
- Support SLT with tasks as appropriate including station visits, PMO support
- Support delivery of Executive Leadership Team recognition process for staff
- Ensure the Hospitality and Gifts Register is updated
- Undertake and manage ad hoc projects as and when required by line management

Democratic Services

- Ensuring that all papers for Member meetings are produced and circulated to statutory timescales, including ensuring that copies are made available to the press and for public inspection, in hard copy and online
- Attending public/private meetings in committee or in briefings; providing procedural advice; and producing and circulating accurate succinct minutes
- Ensuring that all public Authority documents are easily electronically accessible to all staff, Members and the public
- Manage the scheduling of a suitable programme of Authority and committee meetings aligned with internal governance arrangements
- Liaising with the relevant departments in providing Member development and training
- Developing and maintaining the Authority website relating to the publication of Members' interests
- Preparing the annual report on the Scheme of Allowances
- Ensure Member's allowances and expenses are approved in line with the Authority's policy
- Dealing with Member related matters, ensuring a consistent, professional and compliant approach to Member engagement and associated processes

Director Support

- Proactively manage the allocated director's electronic diaries and schedule to include travel arrangements, accommodation, enquiries and activities to ensure future commitments are prioritised, schedules are achievable and an effective utilisation of available time
- Authorise annual leave, expenses and purchase card transactions, and requisitions

Service Document Standard Form:

Role Profile

Business Support Officer

Linked documents: Job Evaluation Guidance Note



Buckinghamshire
FIRE & RESCUE SERVICE
we save lives

for direct reports of allocated directors

- Provide direct support to other Executive leaders when required

DECISION MAKING:

Make decisions:

- Resolve issues where possible within the direction set out by policy, procedure or line management and escalate emerging issues appropriately

Significant say in decisions:

- To promote, suggest and implement improvements to working practices, systems to personal and organisational performance

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

Receiving, providing and processing information from all levels within the organisation, including Strategic Managers and elected Members

- Directors and their leadership teams
- Other administrative staff
- Governance
- Wider service areas across the organisation

External:

- Elected Members
- Other local authorities, emergency services and public-sector bodies
- Government departments and senior officials

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion

Service Document Standard Form:

Role Profile

Business Support Officer

Linked documents: Job Evaluation Guidance Note



Buckinghamshire
FIRE & RESCUE SERVICE
we save lives

- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

Behaviours we are looking for:

- **Professional:** Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected:** Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering:** Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious:** Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Minimum of two GCSEs (or equivalent) including grade 4 (c) Maths and English.
- Ability to travel independently around Buckinghamshire and Milton Keynes and at times further afield.

Experience:

- Proven office / administration experience
- Personal assistant duties experience
- Experience of working within a dynamic and at times demanding environment whilst maintaining attention to detail

Skills & Knowledge:

- Computer literate or ability to use IT applications in a wide range of application
- Ability to work under pressure with time sensitive deadlines whilst maintaining attention to detail
- Excellent communication, presentation and customer service skills
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach

Service Document Standard Form:

Role Profile

Business Support Officer

Linked documents: Job Evaluation Guidance Note



Buckinghamshire
FIRE & RESCUE SERVICE
we save lives

- Able to work on own initiative and without direct supervision confidentially
- Able to take minutes and place into required format
- Excellent organisational and time management skills
- Possess high levels of integrity, honesty, reliability and confidentiality
- Able to prioritise tasks
- Excellent telephone manner
- Good research and analytical skills

REQUIREMENTS: Desirable Criteria

Qualifications & Training:

- Business related qualification:
 - Democratic services or governance
 - Business Administration (or equivalent)
 - Project Management qualification (e.g., PRINCE2/APM)
- A full UK valid driving licence, however, candidates must be able to travel to other locations when needed

Experience:

- Significant experience of being a Personal Assistant at Director level
- Experience working directly with elected Members or a political environment
- Experience working in emergency services or local government

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual objectives, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.