

Description

Job Title: Business Support Officer

Grade: Band 3

Location: Preston Hub Unit 6, Albert Edward House, Preston, PR2 2YB

Responsible to: Business Support Manager

Summary of Main Duties & Responsibilities

Item	Duty/Responsibility
1	Provide information and deliver effective support to the CL CRC Senior Management Team including developing and implementing administrative systems to support the business
2	<p>Support management oversight of functions and processes including:</p> <ul style="list-style-type: none"> • the Authority Contract and associated contract management meetings & performance • Service Delivery – HUB and LMCs • Partnerships/Contracts – including Tier 2 and Tier 3 contracts • Service Level Agreements • Information Sharing Agreements • Serious Further Offences • Domestic Homicide Reviews • Information Security including Data Protection and Freedom of Information requests and Information Security Breaches • Health & Safety • Learning & Development • Facilities Management • HR • Internal and External Communications/Reward & Recognition • Business Risk • Inspections/Audits/Operational Assurance • Business Continuity Plans/inventories • PA support to Senior Management

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3	Manage Senior Management diaries, taking initiative to resolve conflicting demands and ensure meetings are effectively coordinated with relevant documentation provided
4	Responsible for ensuring incoming queries are received, screened and transferred as required. Using initiative to resolve at first point of contact wherever possible
5	Organise, service and minute meetings as required including liaison with the Authority, stakeholders, customers (including offenders) and partners
6	Manage travel and accommodation across the CRC and Petty Cash as required
7	Represent the organisation by developing professional and positive relationships including preparing for and receiving visitors
8	Provide accurate and timely management information. Input, interrogate extract and analyse data. Ensure presentation content and format is appropriate for the intended audience
9	Provide technical and operational knowledge of the Authority Contract Measures and ensure local systems are in place to support information from NOMs Performance HUB and Sodexo OMS and Performance reporting Systems
10	Provide user and administration support on the rollout of new technical equipment, applications and processes
11	Coordination and maintenance of the CLCRC Process Mapping System including development and improvements of all processes (operational and business support)

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12	Responsibility for a wide range of delegated tasks including the maintenance and updating of key documents, registers, databases including those required under the Authority Contract and in line with Data Assurance Policies
13	Act as a role model in maintaining a customer focus and positive response to all stakeholders and customers. Represent the organisation through the development of positive relationships with key stakeholders and customers
14	Provide cover for reception and administration including late night opening
15	Develop systems, procedures, practices and processes to achieve continuous improvement and efficiencies for customer services, administration & business support services
16	Organise, service and take minutes for meetings as required. This includes managing room bookings, diary management, appointments for partners and offenders, staff and management rotas
17	Responsible for ensuring reception area, interview rooms, meetings rooms and offices are kept to a satisfactory standard, reporting any issues to facilities management
18	<p>Contribute to the improvement of service delivery</p> <ul style="list-style-type: none"> (a) Establish, maintain, and enhance effective working relationships, with colleagues, managers and other agencies. (b) Share responsibility with the employer for personal professional development through appraisal, supervision and essential or desired training opportunities. (c) To promote diversity and equality for staff, offenders and members of the public (d) To model the Values and Behaviours of the CLCRC

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Item	Duty/Responsibility
19	Compliance with Information Security Policies
20	Any other duties as may be required from time to time commensurate with the grade and in line with Cumbria & Lancashire Community Rehabilitation Company policies.