

Job Description

Job Title: Business Support Officer

Grade: Band 3

Location: Hawke Street, Sheffield (with a requirement to travel to all SYCRC locations)

Responsible to: Business Support Manager

Summary of Main Duties & Responsibilities

Item	Duty/Responsibility
1.	Provide information and deliver effective PA support to members of the SYCRC Senior Leadership Team, including the CRC Director.
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 Local Management Centres• Partnerships and Contracts – including Tier 2 and Tier 3 contracts• Service Level Agreements• Serious Further Offences, Domestic Homicide Reviews and Serious Case Reviews• Information Security including Data Protection, Freedom of Information requests, Information Sharing Agreements and reporting of Information Security Breaches• Health & Safety• Finance – petty cash and purchase ordering• Learning & Development• Facilities Management• Human Resources• Internal and External Communications/Reward & Recognition• Business Risk• Inspections/Audits/Operational Assurance• Business Continuity Plans/inventories

Item	Duty/Responsibility
3.	Manage Senior Leaders diaries, taking initiative to resolve conflicting demands and ensure meetings are effectively coordinated with relevant documentation provided and in the required format
4.	Ensure 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 service users) and partner organisations
6.	Manage travel and accommodation requirements across the CRC
7.	Represent the organisation through the development of positive relationships with key stakeholders and customers and act as a role model in maintaining a customer focus and positive response.
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 support of the Authority Contract Measures and ensure local systems are in place to support information from the Authority's Performance HUB and Sodexo performance reporting systems
10.	Provide user and administration support on the rollout of new technical equipment, applications and processes
11.	Develop systems, procedures, practices and processes to achieve continuous improvement and efficiencies for customer services, administration, business support services and all processes including maintenance of the SYCRC process mapping system as required
12.	Maintain and update key documents, registers and databases including those required under the Authority Contract and in line with Data Assurance Policies
13.	Complete training to become a Vetting Contact Point for checking and authorising identity documents and complete required checks for Disclosure & Barring Service [DBS] compliance
14.	Provide occasional cover for reception and administration including late night opening if required

Item	Duty/Responsibility
15.	Organise, service and take minutes for meetings as required. This includes managing room bookings, diary management, appointments for partners and service users, staff and management rotas. Ensure reception areas, interview rooms, meetings rooms and offices are kept to a satisfactory standard, reporting any issues to facilities management
16.	Model the Values and Behaviours of the SYCRC. Maintain professional and personal development through appraisal and supervision and ensure completion of mandatory and mutually agreed training.
17.	Promote diversity and equality for staff, service users and members of the public
18.	Comply with Information Security Policies
19.	Any other duties as may be required from time to time commensurate with the grade and in line with South Yorkshire Community Rehabilitation Company policies.