

# Business Support Officer/Manager – Grade 7

## Job Category

You will work in the Educational Psychology and Early Years' Service providing support for Educational Psychologists, Early Years Practitioners and other specialist outreach staff. The service supports children and young people with special educational needs across Kirklees working with parents/carers, schools, settings and colleges in a variety of ways to meet the needs of children and young people. Your role will primarily be related to the training and development offer to schools, colleges, and early years settings, although there will also be other elements of general admin related to the service.

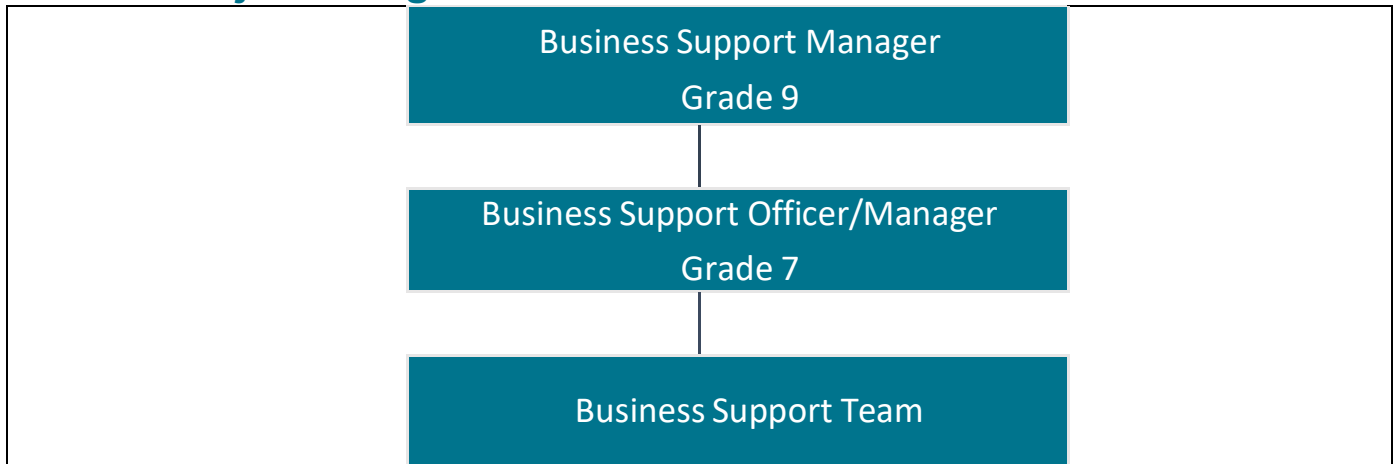
## Role Description

- Day to day responsibility for developing and operationalising an effective and efficient process in order to meet service requirements
- Proactively assist service Managers and key staff with the development of an efficient and effective process to support operational delivery of all training and development activity across the service
- Developing reports to feedback to Managers on the uptake, impact and evaluation of all training and development to educational settings
- Manage, support and oversee other Business Support staff
- Assist Managers with the production of statistics and figures as required.
- Ensure recording systems are up to date and accurate and developing these where required
- Respond to complex enquiries both internal and external
- Liaise with key partners regarding finance, making payments, monitoring income, attending meetings, and providing reports as required, liaising with the central finance team, education settings and HD-One

## Contacts:

- Predominantly by telephone and email
- Council staff and managers
- Members of the public

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of providing business support services in a large organisation.	Essential
Ability to plan, develop, monitor, and review the use of financial resources.	Essential
Ability to demonstrate effective staff management skills	Essential
Knowledge of project management techniques, and the ability to prioritise and manage ongoing project work	Essential
Advanced knowledge of applications and systems such as Microsoft Office to enable an effective support to be provided and quality advice given in relation to its best use within the service.	Essential
Literacy skills to be able to produce complex and specialist documentation	Essential
Numeracy skills to be able to produce statistical information and deal with, for example, raising and paying invoices, charging for training, reconciling payments.	Essential
Managing own time and priorities and those within the team	Essential
Business Administration NVQ Level 3 or able to demonstrate equivalent skills.	Essential
Demonstrates and always promotes excellent customer service.	Essential
Flexible and adaptable approach to working within the team.	Essential
Able to travel to meetings at different work locations when required.	Essential
Listening and negotiating skills to be able to respond to customer queries	Essential

## For Office Use Only:

Job Category	Business Support	Grading ID	61920
Job ID	80100189	Last Updated	November 2021
Job Focus	Yes	Career Progression	No

## Contractual Variants

DBS Category	Yes	DBS Type	C&A standard
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No