



Role Profile

TEAM OFFICER (BUSINESS SUPPORT)

Reference No.	A4597	Type	Individual
Service	Fife Resource Solutions LLP		
Job Family	Admin & Clerical 7	Grade	FC7

Purpose

To provide day to day operational management and supervision of a team within Fife Resource Solutions' (FRS) Business Support Team.

To assist the Team Manager (Business Support) to monitor and control the service delivery, service improvement, and sustainability of specific areas of the Business Support Team.

To assist the Team Manager (Business Support) in the financial governance and business support activities of FRS and Resource Efficient Solutions (RES).

To contribute to the high quality and customer focus, which is at the core of service delivery for customers, FRS and RES.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assisting in leading and managing a designated team, making sure that strategies and priorities are set, service levels, customer satisfaction and work plans deliver to agreed priorities.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

	E	D
Ability to think strategically with experience of translating strategy into deliverable plans.	✓	
Ability to manage conflicting demands.	✓	

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<p>Providing professional leadership and support to team, and others through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge sharing within and across teams in FRS.</p> <p>Developing and maintaining good employee relations in partnership with employees and relevant Trade Unions through informal and formal processes of communication, consultation and involvement.</p> <p>Monitoring and reviewing management systems and employee performance levels to develop and implement solutions for continuous improvement, including responsibility for managing employee absence, employee recruitment, employee development, and disciplinaries up to First Level Formal Warning, all in accordance with Fife Council Policies and Procedures.</p> <p>Ensuring that the health and safety policy is an integral part of the business unit's culture and that the policy remains a 'live' document able to respond to health and safety issues and that this is communicated to all employees.</p> <p>Ensuring that effective management systems and practices are in place to deal with risks sensibly, responsibly and proportionately by ensuring adequate resources are available, obtaining competent advice, and risk assessments are carried out with employees being involved in health and safety decisions.</p>	<p>Organisational skills.</p> <p>Evidence of supporting staff development.</p> <p>Ability to provide a regular and effective service.</p> <p>Initiating and managing continuous improvement.</p> <p>Communication skills.</p> <p>Knowledge of Fife Council's Managing Change, Attendance Management, Disciplinary and Recruitment policy and procedures.</p> <p>Management skills.</p> <p>Team working skills.</p> <p>Leadership skills.</p> <p>Conflict handling skills.</p>	<p>✓</p>	<p>✓</p>

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	Knowledge of health and safety, including the principles of risk assessment and control measures.		
Leading the effective delivery and management of the team to ensure all processes relating to business support activity are maximised whilst maintaining quality in all of the following areas: <ul style="list-style-type: none"> • payroll processing and control; • accounts payable and Oracle ERP system; • ASH debtors invoicing; and • bank reconciliation and payments; and recruitment. 	Considerable experience within a Business Support Team or similar working environment. Demonstrate knowledge of the standards and various processes across business areas. Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent in finance/business.	✓ ✓ ✓	
Providing, interrogating and interpreting financial information, e.g. budgets, monthly accrual projections; including the monitoring and analysis of cash flows and predicting future trends.	Ability to prepare and interpret financial information and provide appropriate reports. Analytical skills.	✓ ✓	
Processing and auditing transactions in relation to commodity trading functions, including the collation of tonnage reports for all commodities and analysing data, interrogating and identifying any errors to ensure accuracy for invoicing and the Scottish Environment Protection Agency's (SEPA) waste data reporting.	Knowledge of SEPA's waste data flow. Knowledge of recycling commodities market.		✓ ✓
Contributing to the development of strategies and practices that support the company's aims and values, all in accordance with appropriate policies and guidance.	Broad understanding and knowledge of effective medium and long term strategies to deliver organisational goals (Deliver Results - see 'How We Work Matters' Framework).	✓	

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	Knowledge of Council regulations, particularly Financial Regulations and Standing Orders. Knowledge and awareness of national initiatives, regulations and legislation.	 ✓	✓
Supporting the Team Manager (Business Support) to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.	Evidence of effectively managing change. Experience of managing conflict and distress (Take Ownership). IT skills (Embrace Technology & Information).	✓ ✓ ✓	
Promoting effective partnerships, working across the company and with Fife Council Services and commercial third parties, ensuring a shared understanding and commitment to quality service delivery.	Experience of participation in effective partnership working. Comprehensive understanding of local government and partnership working.		✓ ✓
Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change. Ensuring results and reports are analysed and applied to promote and maintain high standards of service delivery.	Effective project management skills. Time management skills. Workload awareness.	✓ ✓ ✓	
Providing appropriate advice and supporting team and senior management at both a strategic and operational level.	Broad knowledge of business support functions.		✓

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Regularly representing the company at internal meetings and working groups, and less frequently at meetings with external agencies such as SEPA, Revenue Scotland and external auditors.	Experience of participation in effective partnership working (Work Together). Ability to travel around Fife	✓	✓
Responding to internal and external customer complaints, including overpayments, late payments, debt management and charging policy. Looking to enhance customer care strategies, including developing approaches to consult and engage with customers and stakeholders to ensure their aspirations from the FRS Business Support Team are being met.	Experience of customer engagement and customer care (Focus on Customers).	✓	
Assisting in the audit and quality control of performance.	Experience of carrying out audits and quality assurance.	✓	
Assisting the Team Manager (Business Support) with the General Data Protection Regulation (GDPR) requirements of the company, by providing appropriate guidance to all teams.	Experience in the development and maintenance of record systems in relation to sensitive information.	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results