

BUSINESS SUPPORT TEAM CO-ORDINATOR			
Reference No.	G014.02	Type	Generic
Service	Business Support		
Job Family	Admin and Clerical 6	Grade	FC6

Purpose
To directly manage a team within a single or multiple location, ensuring the provision of a professional, confidential, business support service in line with customer requirements.
To provide customer-focussed support with the emphasis on building excellent customer relationships.
To act as a focal point for both customers and staff. Establishing and maintaining systems, and ensuring team compliance with approved processes and procedures.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Managing a designated team of Business Support employees by allocating and scheduling work activities, setting targets and allocating resources to meet service delivery objectives.	<p>Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent</p> <p>Customer Service Professional Qualification</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p> <p></p> <p>✓</p>	<p></p> <p>✓</p> <p></p>
Ensuring staff are motivated, supported and trained to achieve Service targets and objectives.	<p>Supervisory skills</p> <p>Experience in the application and deployment of people management policies, practices and procedures</p> <p>Experience of working in an office using current computer based applications to carry out a range of duties (Deliver results – see ‘How We Work Matters’ Framework)</p>	<p>✓</p> <p></p> <p>✓</p>	<p></p> <p>✓</p> <p></p>

Role Profile

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Delivering a culture of continuous improvement with a focus on performance and service improvement in support of service delivery outcomes.	Experience of working with minimum supervision in an environment of change and challenge, demonstrating resilience and flexibility with competing demands (Take ownership)	✓	
Assisting the Manager with corporate People Management processes, including recruitment and selection, the management of attendance, health and safety, change and business risk across the functional area.	Experience of supporting staff development		✓
Working with Business Support managers to ensure service objectives are met.	Problem solving skills	✓	
Build strong communication links and networks with operational customers and colleagues within the Service to support the delivery of Service objectives. Providing advice, signposting and guidance as required to customers, colleagues and team members.	Communication skills Customer Service skills (Focus on customers)	✓ ✓	
Ensuring the team complies with information governance requirements.	Knowledge of Information Management policies, Data Protection and other relevant legislation		✓
Using a wide variety of IT systems: such as word, excel and power point, maintaining inputting and extracting data and providing statistical data and management information as required.	Ability to collate, analyse and interpret management information IT skills in relevant software packages including MS Office (Embrace technology and information) Ability to use corporate systems and manager self service	✓ ✓	✓
Preparing, processing and producing a variety of documents including reports, minutes, policies, procedures and processes.	Report writing skills		✓
Deploying corporate procedures in line with Council requirements e.g. document control, ordering system, payroll system.	Knowledge of relevant policies, legislation, processes, frameworks, standards, procedures and systems		✓
Managing efficient and effective business systems, processes and procedures across all areas of activity.	Time management skills	✓	

E = Essential Criteria D = Desirable Criteria

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Assisting with the deployment of a range of audits, quality assurance and investigations.	Organisational skills	✓	
Representing Business Support interests at all meetings to bring about improved service delivery, customer satisfaction and more effective use of resources.	Ability to attend meetings throughout Fife as required	✓	
Contributing to a wider management network, supporting the development and deployment of business continuity.	Team Working Skills (Work together)	✓	
Ensuring compliance with appropriate Health and Safety legislation and regulation.	Understanding and experience of Health and Safety	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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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.	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> 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:
<ul style="list-style-type: none"> Take Ownership Focus on Customers Work Together Embrace Technology & Information Deliver Results