



Role profile

Role title	Assistant Business Management Officer
Reports to	Senior Strategy and Programme Manager
Team	Strategy and Business Management
Grade	JWS3
Date role profile created	15 March 2019
Role summary	
<p>This role will provide support for the Strategy and Business Management Team, and will work closely with staff across Joint Waste Solutions (JWS) to support the delivery of a broad range of projects and business as usual activity. They will help to ensure the smooth running of the organisation, with a particular emphasis on office facilities, equipment, systems and procedures, and will help organise meetings and events. They will also support the Senior Strategy and Programme Manager in monitoring the delivery of projects across the organisation, and will help to coordinate responses to requests for information.</p>	
Work context	
<p>Surrey's 11 district and borough councils and the county council work in partnership to manage waste from the county's homes and tackle other environmental issues such as fly-tipping and the reduction of single use plastics. This role is part of the team that delivers countywide improvement work on behalf of the partnership and manages a £13.5m waste collection and street cleaning contract on behalf of four of the partners. The team's vision is to become a trusted authority in environmental management, helping to secure a sustainable future by using innovative cost-effective solutions shaped by market intelligence and customer insight.</p>	
Line management responsibility if applicable	None
Budget responsibility if applicable	None
Person specification	<p>Education, qualifications and training</p> <ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level. <p>Knowledge and experience</p> <ul style="list-style-type: none"> • Experience of working in an office environment. • Experience of providing administrative/business support. • Experience of organising meetings, including preparation of reports and recording their outcome. • Experience of undertaking research, recording and reporting findings. • Experience of responding to customer enquiries is desirable.

	<p>Skills and abilities</p> <ul style="list-style-type: none"> • Good IT skills including Excel, Word and Outlook and demonstrable ability to quickly learn to use other/bespoke applications. • Good written and verbal communication skills. • A methodical approach to information gathering, recording and reporting. • Ability to develop good working relationships with colleagues. • Ability to problem solve and develop proposals for improving processes and systems. • Good administrative and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.
<p>Other requirements/ information</p>	<ul style="list-style-type: none"> • This is a new and developing organisation where roles and responsibilities are likely to evolve and flexibility across functions and teams will be needed. • It is a fast moving environment where some out of hours working may be required. • Some travel may be required as part of the role.
<p>Location</p>	<p>Woking</p>

Strategy and Business Management Team Description

This team will be responsible for the development of key organisational and partnership strategies. They will work closely with other Joint Waste Solutions (JWS) teams to help shape how our organisation should be set up to achieve our joint strategy, vision, mission and priorities. They will also work in close collaboration with all 12 councils in Surrey to develop the waste strategy and policy framework for the county. The team will consider how Surrey's authorities respond to new policy developments and initiatives and seek strategic opportunities to develop the organisation.

The team will work closely with all colleagues to ensure that new processes and procedures are fit for purpose and help to ensure the smooth running of the organisation. A significant part of this will be how the organisation's programme of work is managed and how to ensure effective decision making. The team will also be responsible for the people side of the business, developing the organisation's culture and managing the relationship with the Human Resources team at Surrey Heath Borough Council, our host authority.

Responsibilities include:

Strategy

- Lead on developing and updating Surrey's joint waste strategy.
- Lead on developing the organisation's corporate strategy, people strategy and business development.
- Work with partners to produce business cases for making improvements that fit with the aims of the joint waste strategy.
- Help support the development of strategies for maximising the value of waste materials, including new waste infrastructure.

Programme management

- Help to translate strategies into a prioritised programme of work.
- Work with partners to develop and agree the countywide programme of work.
- Maintain an overview of all projects across the organisation.
- Gain the necessary approvals for new projects and new expenditure.
- Oversee the budget for countywide partnership initiatives.
- Monitor the progress of all partners against the performance measures of the joint waste strategy and provide support where necessary to reduce the risk of underperformance.
- Produce progress reports for colleagues and partners.
- Escalate risks and issues as they arise.
- Prepare annual reports highlighting major achievements.
- Provide project managers across the organisation with appropriate guidance, support and direction.

Governance

- Develop and manage the organisation's governance and decision making processes.

- Take the lead in forward planning and agenda setting to ensure that key decisions are made at the right time.
- Support the development of new ways of working and any associated procedures and legal agreements.
- Provide administrative support for key decision making forums (e.g. maintaining forward plans, meeting scheduling, preparation of papers and recording decisions).

Policy, research and advice

- Keep up to date on developments in the waste industry, including new legislation, new technologies and funding opportunities.
- Research best practice and develop proposals for how it may be implemented in Surrey.
- Provide advice to stakeholders, including updating new members and officers, and providing briefing notes and advisory reports.
- Advise Surrey's authorities on how to respond to new policy developments and initiatives.
- Respond to relevant consultation requests on behalf of partners in order to help influence national policy and legislation.
- Work with stakeholders to identify and develop key policy areas.
- Proactively encourage partners to share information, learn from each other and amend delivery of service to reflect best practice.

Organisation

- Help to manage the organisation through change.
- Ensure that the organisation is set up to be flexible, adaptable and responsive.
- Ensure that ways of working and processes and procedures are fit for purpose and as future-proof as possible.
- Help to develop business cases for expanding the organisation and increasing income, through the provision of new services and expansion of our customer base.
- Build and maintain positive working relationships with officers and members of all Surrey authorities.

People

- Work with all staff to embed the values of the organisation.
- Develop people-focussed strategies for areas such as staff learning and development, and pay and reward.
- Maintain a good working relationship with the host authority's Human Resources team.

Corporate support functions

- Help to ensure the smooth running of the organisation, and that appropriate systems and procedures are in place.
- Ensure that staff have access to appropriate office facilities and equipment.
- Maintain links with support services such as IT and Legal.

- Coordinate responses to enquiries and requests for information from outside the organisation that require input from multiple teams.
- Help to organise meetings and events.

The amount of resource that the team dedicates to the above activities will flex over time as the organisation develops and priorities change.