



Role profile

Role title	Business Support Officer
Reports to	Senior Strategy and Programme Manager
Team	Strategy and Business Management
Grade	JWS3
Date role profile created	5 December 2019
Role summary	
<p>This role will provide support for the Strategy and Business Management team of Joint Waste Solutions (JWS). This team works closely with other JWS teams and Surrey's authorities to develop and deliver key organisational and partnership strategies. The team also considers how Surrey's authorities respond to new policy developments and initiatives and seeks strategic opportunities to develop the organisation.</p> <p>The team works with all colleagues to ensure that existing processes and procedures are fit for purpose, improvements are made where required and helps to ensure the smooth running of the organisation. This role will play a key role in ensuring this happens, with a particular emphasis on the management of business functions including managing business continuity, liaising with support services such as HR, ICT and Finance, purchasing support for equipment and services, administration of contracts and some facility management. They will work closely with staff and partners to support the delivery of a broad range of work including projects. This includes diary management, organising and supporting meetings and events, co-ordinating requests for information and undertaking research, recording and reporting findings.</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. 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	No direct budget responsibility, but may be required to monitor expenditure from certain budgets.
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 managing business functions and continuity plans. • Experience of managing work facilities. • 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 raising purchase orders for goods and services. • Experience of working alongside support services such as Finance, HR and ICT. • Experience of supporting colleagues to resolve issues with support systems and services. • Experience of data entry into systems. • Experience of responding to customer enquiries is desirable. <p>Skills and abilities</p> <ul style="list-style-type: none"> • High level of IT literacy including Excel, Word and Outlook and demonstrable ability to quickly learn to use other/bespoke applications. • Good written and verbal communication skills. • Good attention to detail. • 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 systems and procedures. • Good administrative and organisational skills. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • Good working with numbers and figures and keeping a record of all financial transactions and documentation.
<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>Working with the option to work from home for most of the week (occasional travel to other office locations in Surrey may be required)</p>