



# **Business Support Officer (Governance)**

## **JOB PROFILE**

**Incorporates**

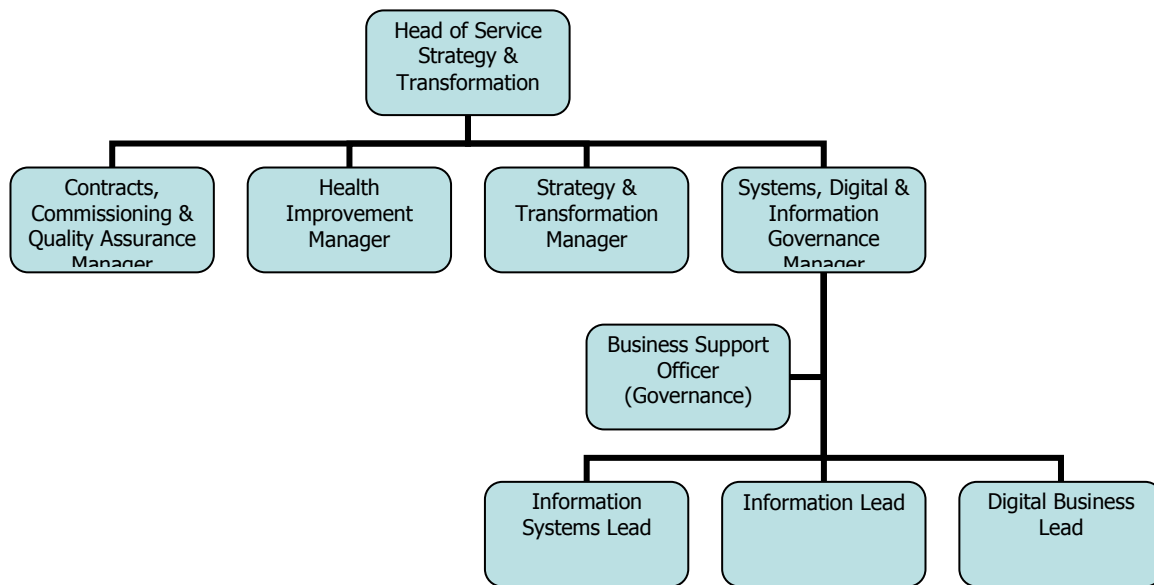
**Section 1      Post Descriptor**

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## SECTION 1: POST DESCRIPTOR

<b>1. JOB DETAILS</b>	
<b>Job Title:</b> Business Support Officer (Governance)	
<b>Service Area:</b> Strategy, Planning & Health Improvement	<b>Section:</b> Business Support
<b>Reports to:</b> Head of Strategy and Transformation	<b>Grade:</b> 5
<b>Position Number:</b> SW2297	<b>Gauge Reference Number:</b> A7581
<b>2. JOB PURPOSE</b>  To provide a high level, confidential business support which contributes to the overall work of the Health and Social Care Partnership (HSCP). The post holder will undertake key secretariat functions in relation to the governance of internal systems and processes, including but not exclusively, the programme management office (PMO): the HSCP Board; Clinical and Care Governance; the management of directions and the management of risk registers.	
<b>3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities)</b>  <b>Budget:</b> Not applicable to this post.  <b>Staffing Direct:</b> Not applicable to this post.  <b>Staffing Indirect:</b> As part of the approach in the provision of business support to the Strategy and Transformation Service the post holder will be responsible for allocating tasks generated from a range of sources ensuring these are completed to a high standard and dealt with on time.	

#### 4. ORGANISATIONAL CHART



#### 5. ROLE OF SERVICE

West Dunbartonshire has a diverse population of approximately 90,000 and covers two distinct localities. West Dunbartonshire HSCP employs approximately 2,083 staff and manages services of various client groupings.

The Business Support Officer will complement the Strategy and Transformation Service through the delivery of business support services to ensure the effective and efficient running of the service through the provision of high level confidential secretarial and administrative support to the HSCP.

#### 6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Provide confidential, comprehensive, professional business support.
- Work collaboratively with all members of the Strategy and Transformation Service and colleagues across the organisation.
- Have an excellent understanding of the HSCP's corporate agenda and the services delivered via each service area.
- Extensive diary management and forward planning to include the management of meetings, functions and appointments across Council and NHS systems.
- Screen telephone calls, enquiries and requests and manage appropriately.
- Manage and complete work to a high standard on time.
- Filter all incoming email correspondence and deal with appropriately.
- Ensure proactive and extensive diary management and forward planning to include the management of meetings, functions and appointments.

- Ensure that all HSCP and NHS Board wide reports are populated into the forward planner including IJB and committees, and various senior groups within set timescales. Ensure report formatting is accurate and upload reports to CMIS where required.
- Planning and preparation of all tasks in the short, medium and longer term prioritising key and urgent tasks.
- Track multiple priorities, actions, correspondence, meetings and requests from both internal and external customers.
- Contribute to the continuous improvement of systems and processes required to deliver an effective and efficient service that meets the needs of all customers.
- Attend, record and distribute the minutes of meeting.
- Prepare and circulate reports, papers and correspondence in advance of meetings.
- Prepare briefings in an agreed template.
- Take forward and complete projects that relate to the business of the service and the HSCP.
- Draft letters, reports and collation of information.
- Provide advice, guidance and support to both internal and external customers.
- Deliver a responsive service to the Head Strategy and Transformation, internal and external customers. Ensuring all enquiries are dealt with to a high standard within an agreed timescale prioritising key and urgent tasks.
- Use corporate knowledge to signpost and follow up all enquiries.
- Microsoft management, using the full Microsoft Office Suite including preparation of presentations using Microsoft PowerPoint.
- Undertake word processing including audio and touch typing.
- Order hospitality for meetings as required.
- Undertake event management as required.
- Organise travel/accommodation and conferences and preparation of expenses.
- Develop and maintain electronic/archived information systems.
- Inventory maintenance.
- Procurement of office supplies.
- Undertake finance administration, i.e. Corporate Purchase Cards, invoicing, raising cheques.
- Support in stakeholder relationship building and research profiles in advance of meetings.
- Liaise with Committee Services regarding agenda and report planning as necessary.
- Liaise with HR in relation to appeals and grievances, attend to note take and ensure responses are issued within timescales.
- Verify/amend complaints for approval.

The post holder will also be required to take responsibility for taking forward specific projects related to the continual improvement of the systems and process required to deliver an efficient and effective service.

## **7. PROBLEM SOLVING**

The post holder will be required to be highly proactive and strive to overcome problems through collaborative working, using own initiative to deal with complex, confidential and politically sensitive issues in the absence of the Head of Strategy and Transformation. The post holder will require to exercise a high level of judgement including being aware of specific sensitivities.

## **8. PLANNING**

To deliver a successful business support service the post holder must be able to be proactive and plan all work in advance ensuring all deadlines are met.

The postholder will demonstrate excellent administrative and organisational skills. They will require to analyse their own workload and that of the Head of Strategy and Transformation and to take appropriate action to ensure effective forward planning prioritising key and urgent tasks.

The postholder will be required to schedule and plan priorities and activities for up to a year in advance.

## **9. ASSIGNMENT AND REVIEW OF WORK**

A number of tasks will be allocated through the Head of Strategy and Transformation to whom you provide support for, however the post holder will be required to work with minimum supervision using their own initiative to manage and generate other duties which will ensure smooth running of the business.

The Systems, Digital & Information Governance Manager and the Head Strategy and Transformation will work in collaboration with the post holder and colleagues to avoid duplication and ensure tasks are streamlined, completed to a high standard and delivered on time.

## **10. COMMUNICATIONS AND WORKING RELATIONSHIPS**

In order to understand the requirements of all customers it is essential that the post holder strives to develop good working relations. This requirement will be a key element to the success of the Strategy and Transformation Service.

As well as providing advice, guidance and support the post holder will be required to demonstrate excellent interpersonal skills to develop and maintain effective working relationships across the organisation.

The postholder will effectively communicate confidential and sensitive information on a range of subjects with the Head of Strategy and Transformation, members of the HSCP Board, the HSCP Senior Management Team, Elected Members, staff, patients, carers, internal and external customers.

Communication will be by MS Teams, telephone or face to face. The post holder will be expected to process a high volume of emails providing appropriate responses to the send on behalf of the Head of Strategy and Transformation.

## **11. DECISION MAKING**

The post holder will be required to make decisions to ensure tasks are progressed. The post holder will be required to be self-motivated and be able to act on their own initiative. The post holder will be required to, within agreed protocols, prioritise daily workload with little or no opportunity to refer back to senior managers on a daily basis.

The postholder must have good organisational awareness and HSCP wide knowledge in order to make informed decisions and prioritise conflicting demands.

The postholder must be able to interpret information and delegate work to others.

## **12. MOST CHALLENGING PART OF THE JOB**

Being proactive and ensuring all tasks are completed while dealing with a wide range of competing priorities and demands often within a tight timescale.

Dealing with a range of issues which will be confidential, difficult or sensitive.

Providing a bespoke and high standard of service within a defined governance structure which includes rigid deadlines and high standards of reporting.

Much of the post holder's workload is driven by continually improving service delivery to meet customer demand and service requirements.

## **13. GENERAL**

**Disclosure/PVG membership:** Not applicable to this post

**Politically Restricted Post:** Not applicable to this post

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

## 14. WDC TRAINING

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available and timescales for undertaking courses. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules; Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy.

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules.

## 15. ROLE SPECIFIC TRAINING

No mandatory training is required for this post.

**Post Descriptor Prepared by: Head of Strategy and Transformation**  
**Date: February 2022**

## SECTION 2: PERSON SPECIFICATION

Essential	Desirable
<b>Qualifications/Professional Membership</b>	
HNC/SVQ3 in a relevant discipline or equivalent relevant experience	
<b>Training</b>	
<b>Experience</b>	
Experience in working at a high corporate level	
Experience of working in a pressurised environment	
Liaising with a wide range of internal and external stakeholders	
Experience of using Microsoft Office packages	
<b>Knowledge and Skill</b>	
A broad understanding of the corporate agenda	
A good knowledge of the workings of the department	
Typing/word processing	
Ability to work effectively within a team environment and work on own initiative	
Excellent written and oral communication skills	
Self-motivated and ability to work under pressure to tight deadlines	
IT literate with the ability to understand research, obtain and collate information and present findings.	
Good numeracy and literacy skills	
Minute taking skills	
Influencing and Negotiation skills	
<b>Disposition</b>	
Customer orientated	
Focused with attention to detail	
Responsive to working collaboratively	
Carry out role with credibility and professionalism	
Discretion and an understanding of confidentiality	
Good organisational and time management skills	
Flexibility and adaptability to manage a wide range of competing priorities	