**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Business Support Officer (12-month Secondment until 31 March 2026) |
| Salary: | £33,366 - £36,124 |
| Grade: | 9 |
| Hours: | 37 - we are open to discussions about flexible working. |
| Team: | Migration Policy and Partnerships |
| Service Area: | Public Health and Communities |
| Primary Location: | County Hall, Oxford, OX1 1ND  Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process. |
| Budget responsibility: | None |
| Responsible to: | Programme Manager, Migration |
| Responsible for: | No staff management responsibilities |
| Political Restricted Post: | No |

## Job Purpose

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| The purpose of the job is to work as part of a central team providing a Project Management framework within which the council can function effectively. The post holder will be required to work in a fast-paced environment to deliver organisational improvement, driving through business efficiency and cultural change. The post holder will lead by example, promote the values of the organisation, facilitate others to deliver their objectives and facilitate a joined up holistic approach and culture across the Council.  Working to a programme or project manager, the business support officer will be responsible for supporting the delivery of wide-ranging projects and vital functions in support of the Councils’ Corporate Priorities and Directorate Change Programmes, based on a matrix-management approach. This is likely to cover a wide range of areas, and will play a role in the delivery of, and supporting others to ensure that change is embedded in the organisation.  This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies.  The post holder should work in accordance with the County Council values and behaviours. [Link to County Council Values and Behaviours](https://intranet.oxfordshire.gov.uk/cms/content/our-organisational-values-and-behaviour-framework) |

## Job Responsibilities

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| The post holder will be expected to:   1. Play a key role in supporting the delivery of wide-ranging projects and vital functions in support of the Councils’ Corporate Priorities and Directorate Change Programmes, working to programme or project managers leading project delivery, based on a matrix-working approach. Projects are likely to cover a wide range of issues:    1. Early formulation of strategy and policy ideas    2. Translation of political objectives into service deliverables    3. Delivery and implementation, taking account of financial and organisational imperatives 2. Provide support to programme and project managers, working on a wide range of issues in a fast-paced environment. 3. To work on a range of business development support tasks that may include activities such as: corporate programme reporting, Programme/Project Management process and systems, information governance, performance information, engagement and consultation, communication, equalities, and business continuity 4. Support the development of innovative solutions to difficult problems. 5. Work in a constructive way with colleagues across the Councils and with our partners, supporting and challenging others to deliver change. 6. Establishing productive working relationships with elected members, senior managers and external organisations. Provide (written and verbal) support and advice to these groups, as required. 7. Achieve effective cross-team working in the Corporate Programmes team and across all council directorates.   This job description may vary within the scope of the job as the requirements of the Councils develop. |

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| --- | --- |
| Essential Criteria | Assessed By: |
| Qualifications and Training |  |
| *Essential* |  |
| English and Maths GCSE Grade C or above (or equivalent) or NVQ level 2 administration (or equivalent). | A |
| Good knowledge of Microsoft Office. | A,I |
| High degree of proficiency with Excel. | A |
| Evidence of continuing professional development | A,I |
| **Experience** |  |
| ***Essential*** |  |
| Track record of working on projects which deliver tangible results for customers. | A,I |
| Excellent time and task management skills and experience of delivering tasks under pressure. | A,I |
| Excellent interpersonal skills including verbal and written communication, and ability to relate to and work at all levels of the organisation | A,I |
| High level analytical skills and ability to interpret and communicate complex written and statistical information | A,I |
| **Job related aptitude and skills** |  |
| ***Essential*** |  |
| Ability to support the organisation on a range of business development activities as outlined in the Job Description | A,I |
| ***Competencies:*** |  |
| Active Communication – actively consults and supports the flow of communication through the organisation and provides a compelling vision to others. | A,I |
| Decision-making – makes clear management and financial decisions that take full account of value for money, cost management, efficiency and risk. | A,I |
| Delivering Results- Consistently delivers stretching objectives through effective prioritisation, project management and the efficient use of resources. | A,I |
| Customer focus – retains responsibility for high levels of external and internal customer service through active feedback and a strong understanding of diverse customers | A,I |
| Personal Effectiveness - Acts with high levels of trust and personal accountability and responds positively to change and opportunities for personal development | A,I |
| **Personal qualities** |  |
| ***Essential*** |  |
| Develops effective internal and external relationships | A,I |
| Self starter and team player with ability to work flexibly and on own initiative | A,I |
| Has impact and influence and effectively motivates others to achieve goals and embrace change | A,I |
| Works on a number of issues concurrently and can prioritise effectively | A,I |
| A proactive approach to personal development | A,I |
| **Equal Opportunities** |  |
| ***Essential*** |  |
| Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services. | A,I |
| *Desirable Criteria* | Assessed By: |
| Ability to support and challenge more senior colleagues | A,I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

|  |  |  |  |
| --- | --- | --- | --- |
|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |

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|  | Other (please specify): |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

|  |  |  |  |
| --- | --- | --- | --- |
|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |

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| --- | --- |
|  | Other (please specify): |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.