**Job Description**

**Job title: Business Support Officer**

**Grade: 5 Post Number: GLA**

**Directorate: Housing and Land**

**Unit: Programme, Policy & Services (Business Support)**

**Job Purpose**

Provide effective administrative and office support services to staff in the directorate, which are responsive to business needs and contribute to the smooth running of office functions. Managing and coordinating key tasks, meetings, reporting and information gathering, ensuring that these tasks are executed and delivered to appropriate standard, quality and timeliness in line with directorate requirements.

Support the Business Manager and area teams by providing programme, project and business system support through liaison with external, corporate and local teams.

**Principal accountabilities**

1. Participate or lead on relevant working groups internally and externally to contribute to the development of policy, processes and business systems, ensuring that knowledge and learning is shared within the area teams.

2. Co-ordinate day to day office activities including post, travel arrangements and resources such as computers, equipment, office supplies, and other tools and third party resources for staff within the directorate.

3. Responsible for arrangement of office induction of new staff and health and safety procedures.

4. Produce accurate and high quality data analysis, documents, reports, presentations, electronic communications and other desk top publishing through the expert use of office software.

5. Interrogate and analyse management information systems and report progress and performance on projects and programmes as requested by the team.

6. Support colleagues in the use of business systems by providing training, documentation, testing and development of information system used within the directorate and through taking actions to resolve inaccuracies and issues within the systems.

7. Establish and maintain efficient office administration systems for the directorate including electronic filing for all reports, briefs and correspondence, records management and archiving and ensuring consistency and continuity in all aspects of this work.

8. Assist with the co-ordination and responses to programme, policy or procedural queries received within the directorate including Freedom of Information Act request, Mayor’s questions and general enquiries, ensuring that organisational reporting cycles and outputs are met.

9. Co-ordinate any budget, accounts, invoices and resources as required and ensure the accurate use of the GLA’s finance system.

10. Undertake team, directorate, HR, Finance and other corporate office management requirements as necessary and directed.

11. Arrange internal and external meetings with appropriate resources for the team, other teams and the wider directorate, including technically proficient usage of cameras, projection systems, whiteboards, meeting software, audio equipment and related tools. Where required assist with the preparation of agendas, minute taking and follow up actions from meetings.

12. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London’s communities.

13. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

**Key Contacts**

**Accountable to: Business Manager**

**Accountable for: Resources allocated to the role.**

**Person specification**

**Technical requirements/experience/qualifications**

1. Proficient in the use of IT systems including the operation of standard office information and communications technology applications including Microsoft Office Word, Outlook, Excel and PowerPoint.

2. Experience of delivering expert business support service to a range of staff in a high profile organisation.

**Behavioural competencies**

**Stakeholder Focus**

… is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 1 indicators of effective performance

· Listens to understand requirements without making assumptions

· Demonstrates an enthusiastic and ‘can do attitude’ to all requests

· Provides timely, accurate and personalised responses

· Provides a polite and helpful first point of contact for stakeholders

· Learns from feedback to improve personal service to others

**Communicating and Influencing**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators of effective performance

· Communicates openly and inclusively with internal and external stakeholders

· Clearly articulates the key points of an argument, both in verbal and written communication

· Persuades others, using evidence based knowledge, modifying approach to deliver message effectively

· Challenges the views of others in an open and constructive way

· Presents a credible and positive image both internally and externally

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

· Prioritises work in line with key team or project deliverables

· Makes contingency plans to account for changing work priorities, deadlines and milestones

· Identifies and consults with sponsors or stakeholders in planning work

· Pays close attention to detail, ensuring team’s work is delivered to a high standard

· Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions

Level 1 indicator of effective performance

· Breaks down work issues, seeking further information if necessary

· Provides workable solutions to solve immediate work problems

· Makes suggestions and implements improvements to personal work processes

· Actively supports new initiatives and tries different ways of doing things

· Learns from others’ experiences

**Responsible Use of Resources**

… is taking personal responsibility for using and managing resources effectively, efficiently and sustainably

Level 1 indicators of effective performance

· Demonstrates awareness of the GLA’s commitment to value for money and responsible use of resources

· Works independently using own time and that of others effectively

· Takes action to avoid unnecessary waste and cost

· Reduces personal impact on the environment by reducing use of, reusing and recycling resources

· Shows understanding of relevant budgets and how they apply in own work environment

**Organisational Awareness**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly

Level 1 indicators of effective performance

· Understands the structure and statutory responsibilities of the GLA

· Understands how own role and work contributes to team and organisational objectives

· Understands the role of the GLA, the Mayor and the Assembly in relation to Londoners

· Is sensitive to the culture and political context of the GLA and uses it to work effectively

· Treats GLA information as sensitive and confidential