



Job Description

Job Title:	Senior Business Support Officer
Team/Service:	Capital Programme Team
Responsible To:	
Salary Grade:	E

1. Key Purpose of Job

- 1.1. Provide comprehensive project support to the Capital Programme Team.

2. Anticipated Outcomes of Post

- 2.1. Effective delivery of the Capital Programme

3. List Key Duties and accountabilities of the post

- 3.1. Assist in the development and administering of project processes, policies and procedures.
- 3.2. Produce and administer contractor and consultants tenders for Capital Projects using the Supplying the South West portal. Produce and assist with tenders for other areas of TDA. Be able to understand and carry out a variety of procurement processes.
- 3.3. Ongoing budget monitoring for all Capital Projects and report status. Carry out budget monitoring for other funding streams, Repairs and Maintenance as and when required.
- 3.4. Administer invoice payment processes relevant to capital projects [and other funding streams] and liaise with Project Managers to ensure fee invoices are processed in line with agreed fee schedules.
- 3.5. Raise fee claims and invoices to external and internal clients.
- 3.6. Provide project support in resolving project issues or various project elements.
- 3.7. Respond proactively to project issues and priorities as they arise.
- 3.8. Assist in co-ordinating external and internal meetings. Act as recording secretary in internal and external project meetings including project board meetings; prepare and distribute minutes.
- 3.9. Develop presentations and handouts for meetings, workshops and presentations.
- 3.10. Create and produce termly newsletters, liaising with the Communications team.
- 3.11. Responsible for establishing new project files set ups and maintaining project filing systems ensuring filing is kept up to date.
- 3.12. Maintain project programme reporting spreadsheets and update the SPAR database.
- 3.13. Communicate with Framework Partners and External Design Teams, Contractors and Utilities and internal departments to obtain and exchange information relevant to project progression.

- 3.14. Liaise with end-users in relation to project and programme development.
- 3.15. Provide administrative support to the Capital Programme Team
- 3.16. Process incoming correspondence. Prepare responses or materials.
- 3.17. Act as a project point of contact internally and externally.
- 3.18. Maintain knowledge of Local Authority and TDA systems, policies and procedures as necessary to support the Capital Programme and projects. Undertake research when appropriate.
- 3.19. Responsible for ensuring all post project reviews and customer satisfaction surveys are undertaken on project completion in liaison with the Capital Programme Team.
- 3.20. Assist other members of the team in their duties.
- 3.21. Assist in any other areas of the Team's work as required.

4. Give examples of the typical types of problems and decisions the post will be required to make and the impact any decisions could have on its clients and residents

- 4.1. Financial and budget monitoring queries to be identified and possible solutions presented to the Capital Programme Team..
- 4.2. Procurement queries and tender issues using the Supplying the South West portal. Investigate and report to the Project Manager.

5. Budgetary / Financial Responsibilities of the post

- 5.1 Report any budget monitoring anomalies to the Capital Programme Team.
- 5.2 Working with budget managers to prepare and action changes. To answer related queries from both internal and external colleagues.
- 5.3 Use of the Council Financial Information System (FIMS) to enable the raising of orders and invoices as directed.
- 5.4 To obtain general financial information for team members as requested.

6. Supervision / Line Management Responsibilities of the post

- 6.1. None.

7. Working Environment & Conditions of the post

- 7.1. Normal working environment and conditions – some site visits may be required.

8. Physical Demands of the post

- 8.1. Normal physical effort.

9. Specific Resources used by the post

- 9.1. None

10. Key Contacts and Relationships

10.1. External

- Homes England

- LEP
- MHCLG
- Other Council departments, including Procurement, Planning and Finance
- Schools and Colleges, including Head teachers and Chairs of Governors
- Other Government Agencies
- Other external agencies,
- The public,
- Framework Partners, Design Teams, Consultants and Contractors

10.2. Internal

- Other TDA Teams, including Project Management, Finance, Estates and Property Services.

11. Other Duties

To undertake additional duties as required, commensurate with the level of the job.

Other Information

- a) TDA is a trading name of Torbay Economic Development Company Ltd which is a company controlled by the Council of the Borough of Torbay.
- b) This post is based at Tor Hill House but the post holder may be required to move their base to any other location within the TDA at a future date.
- c) TDA is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo any checks appropriate to the post applied for. All staff and in particular managers, are responsible for corporate parenting for looked after children and young people within Torbay.
- d) Successful applicants would be expected to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose 'unspent' convictions.
- e) TDA adopts a Smoke-Free Policy and the post-holder is prohibited from smoking in any corporate buildings or enclosed spaces within the curtilage of buildings. Smoking breaks are not permitted within work time; however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
- f) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
- g) The post-holder is expected to familiarise themselves with and adhere to all relevant Policies and Procedures.



Person Specification

Note for Candidate

All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.



Person Specification

Job Title:	Senior Business Support Officer	Team;	Capital Programme Team
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Essential Skills and Effectiveness:	Desirable Skills and Effectiveness:
<ol style="list-style-type: none"> 1. High degree of accuracy and attention to detail. 2. Able to convey information accurately, clearly and simply. 3. Effective listening skills. 4. Thorough, organised and methodical approach to tasks. 5. Able to determine priorities and complete tasks within deadlines. 6. Sufficiently numerate to compile and present accurate statistical data. 7. Able to deal with people at all levels with tact and diplomacy. 8. Friendly and helpful disposition. 9. Willing, and able, to make pertinent and balanced decisions. 10. Equally comfortable and effective working on own initiative with minimum supervision or as part of a team supporting colleagues. 11. Able to look beyond the task at hand and plan accordingly. 12. Exceptional interpersonal, organisational and communication skills, and integrity. 13. Self-motivated and able to grasp new concepts quickly. 14. Respect for confidentiality, sound judgement and decision making skills. 15. Highly organised with the ability to prioritise. 16. Willing and able to multi-task. 	<ol style="list-style-type: none"> 1. Flexible approach to range of work and working hours. 2. Keen Experience with Excel and Microsoft project an asset.

Essential Knowledge:	Desirable Knowledge:
17. Able to use word processing systems.	3. Some knowledge of Capital Programmes.

18. Able to collate information from a variety of sources and use the information sensibly.	4. Interest in project management.
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Essential Experience/Achievements:	Desirable Experience/Achievements:
19. Working in an office environment. 20. Collating information from a number of different sources. 21. Maintaining accurate, methodical records. 22. Compiling routine correspondence. 23. Completing tasks within deadline. 24. Undertaking research, with a minimum of supervision, to discover facts or information. 25. Analysing information to identify what is pertinent/relevant. 26. Presenting information in written and statistical format.	5. Use of PC based applications, particularly Microsoft Office. 6. Experience of project environments.

Essential Qualifications/Professional Memberships:	Desirable Qualifications/Professional Memberships:
27. GCSE passes in English and Maths at Grade C or above (or equivalent).	

<p><u>Essential – Other requirements of the job role</u></p> <ul style="list-style-type: none"> Ability to travel efficiently around the South West in order to carry out duties
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