



## **Post Title: Business Support & Monitoring Officer**

**Grade: TBC**

### **Job Purpose**

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To provide a comprehensive, flexible and responsive business support service to Nottingham City Council's homelessness and housing advice service.

To be responsible for ordering goods, processing payments and to support with financial monitoring.

To support with data collation and monitoring and performance monitoring against project delivery

### **Individual Leadership Expectations**

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

### **Specific Duties**

1. To provide comprehensive and high quality business support within Housing Solutions, being flexible and adapting to manage multiple and competing priorities.
2. To be responsible for raising orders and processing payments and to be responsible for planned and ad-hoc purchases (using a purchase card) to enable the delivery of finance dependent aspects of the service
3. To assist with budget monitoring, tracking actual and projected expenditure against available budget
4. Support the collation of outcome and financial monitoring of homelessness prevention initiatives, including grant funded projects



5. Support data collation for the service contribution towards the City Council's response to Freedom of Information requests
6. To undertake low level project work as required, effectively coordinating activity and maintaining project documentation
7. To coordinate, arrange and administer meetings, preparing papers, facilitation of face to face and online meetings, including any specific IT related requirements, taking concise and action orientated notes
8. To support with the preparation of presentations, plans, reports and briefings of a complex nature
9. To manage diaries, scheduling appointments, conferences, and travel
10. To effectively communicate with internal and external customers face to face, in writing and over the telephone and according to their needs
11. To organise, monitor and maintain files of the teams correspondence, records and mail including updating case records, and acknowledging statutory review requests and liaising with advocates in relation to file transfer
12. To ensure confidentiality, integrity and availability of corporate information assets and systems and where appropriate ensure preventative measures are undertaken to help mitigate the risk of a security incident occurring, including reporting any security breaches or exceptions
13. Providing advice and information to colleagues on business support processes
14. To organise, maintain and develop information systems
15. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
16. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

**Numbers and grades of any staff supervised by the post holder:**

None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council



obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

**This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**Produced by** Debbie Richards

**Date** July 2023



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
<b>Individual Leadership</b>	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
<b>Change and Innovation</b>	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
<b>Collaboration</b>	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
<b>Equality, Diversity, and Inclusion</b>	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			
<b>Service Delivery</b>	Ability to communicate complex issues on a face to face basis demonstrating tact, diplomacy, sensitivity and customer care			
	Good written, verbal and interpersonal skills and the ability to write letters and produce reports			
	Ability to work under pressure			
	Commitment to providing a high quality customer focussed service			
	Ability to monitor and track performance data			
<b>Technical Skills and Knowledge</b>	Experience of undertaking finance related tasks, for example raising orders, processing payments and tracking expenditure against a budget	✓	✓	
	Good numerical skills with the ability to interpret financial data			
	Ability to undertake high level business administration, with good knowledge and application of office work flow practices and systems	✓	✓	
	Good experience of diary management, email	✓	✓	



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	management, mail management, meeting management and financial management i.e. monitoring expenditure			
	Support and take accurate records of complex meetings			
	Experience of organising events and travel	✓	✓	
	Ability to provide project support and undertake project administration within a structured framework to set timescales	✓	✓	
	Experience of organising and planning own workload, using initiative and problem solving			
<b>Managing Data and IT</b>	Understanding of data protection, customer confidentiality and information sharing as it relates to this role.			
	Practical experience of IT Systems including a variety of software packages, the aptitude to learn new systems as required and an enthusiasm to maximise the use of IT systems to produce analysis and improve outcomes			
<b>Other work related circumstances</b>	Ability to work outside of office hours, and at various locations according to service needs	✓	✓	✓
	Satisfactory DBS check			
<b>A - Application</b>	<b>AC – Assessment Centre</b>	<b>D – Documentary</b>		