

The Education People**Job Description: Senior Business Support Officer**

Division:	Specialist Employment Service
Grade:	TEP 7
Responsible to:	Supported Employment Delivery Lead

Purpose of the Job:

An opportunity has arisen for a highly motivated and organised Senior Business Support Officer within the Specialist Employment Service. The successful candidate will oversee and co-ordinate the provision of an administrative and business support service to assist in the smooth coordination of the Specialist Employment Service.

The post holder will work across the service providing excellent customer relationship management to internal and external stakeholders in order to:

- provide business support to the services teams in relation to supported employment services.
- be a point of contact for external partners and customers and to have a full understanding of the services offered in the Specialist Employment Service
- co-ordinate and organise customer service and activities which support the whole service.
- produce data on contract performance, using systems allocated by contractual demands
- Line management of any potential administrative staff.

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex A: Main duties and responsibilities:

1. Line management responsibilities for 1x Business Support Officer
2. Develop excellent relationships both internally and externally by responding promptly and effectively to all enquiries and tracking the outcomes evidencing impact
3. Work closely with referral pathways including Adult Social Care, Education Providers (Inc. Schools and colleges), Department for Work & Pensions and employers that support individuals into employment
4. Answer the telephone confidently, assessing the nature of calls, dealing with or referring callers to the appropriate person ensuring at all times that customers are dealt with promptly in a polite, efficient and courteous manner
5. Monitor emails (including shared mailboxes) into the service, responding appropriately and if required referring to the appropriate person
6. Arrange and coordinate meetings, appointments, and events for the Supported Employment Service, ensuring that documents are circulated within agreed timelines, attending meetings to take minutes, and following up actions where necessary
7. Research, collate and manage data (Inc. creating data dashboards) in a coherent and time bound manner to inform reports on the services performance indicators and service development
8. Use IT packages and systems to write letters or emails, create proposals, perform financial processes, create presentations, update and review databases/spreadsheets, record information, ensuring it is free from errors and correctly branded
9. Establish and maintain user friendly filing systems ensuring key documents have been received and that the storage and retrieval of documents is undertaken in a logical and consistent manner
10. Support the effective use of the services' social media channels and web presence, ensuring all content is relevant and up to date and correctly branded
11. Design and produce stakeholder newsletters, ensuring they are correctly branded
12. Handle confidential information with integrity and in compliance with our policies.
13. Ensure all information is processed in compliance with GDPR and freedom of information protocols.
14. Undertake other duties which fall within the scope of the role and which may be required from time to time.

Annex B: Person Specification

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	Criteria
Qualifications	<ul style="list-style-type: none"> English and Mathematics GCSE grade 9-4 or level 2 in a relevant subject such as business administration or customer service.
Experience	<ul style="list-style-type: none"> Experience of Line Management Experience of providing business support Knowledge of using Microsoft Office Packages including outlook, word, excel and PowerPoint. Experience using databases
Skills and attributes	<ul style="list-style-type: none"> Good interpersonal and customer service skills Computer literate Good organisational skills Ability to prioritise and ensure completion of tasks Ability to meet deadlines Able to use own initiative Confidence to present at meetings and events
Personal qualities	<ul style="list-style-type: none"> 'Can do' attitude Enthusiastic about learning new skills Customer friendly nature with a tactful, professional, and flexible approach
Behaviours	<ul style="list-style-type: none"> People and partnerships – ability to cooperate with colleagues and partners to achieve common goals and be an approachable and considerate member of the team. Outcomes and delivery – be clear on what has got to be achieved, share knowledge of best practice, learning from things that have not worked so well and look for opportunities to deliver services and developments through joint working. Conversation and compassion – encourage free-flowing conversation, politeness when dealing with others – whatever level, check for mutual understanding and listen carefully and ask on what is being said – use clear language.

Annex C: Company values and expectations:

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients, and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients, and partners.
- **Excellence:** We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality, and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.