



JOB PROFILE

Post Title:	Business Support Officer
Portfolio:	Education, Skills and Employment
Responsible to:	Portfolio Director
Responsible for:	General Maintenance Technician(GMT)
Grade:	Band C

Job Purpose

To improve the lives of all within our community and help the island thrive by providing support to the Administration and Management section of the Education, Skills and Employment Portfolio to ensure an effective and efficient service delivery across the Portfolio.

Main Duties and Responsibilities

1. Manage procurement in accordance with Procurement Regulations and be responsible for, in liaison with Heads of Sector:
 - Leading and managing the procurement process in relation to contracts in liaison with the Procurement Department
 - Updating the Rolling Procurement Plan for the Portfolio
 - Maintaining a Contract Register for the Portfolio
 - Being the liaison person for outsourced contracts
 - Leading the tender process for the disposal of obsolete stores as and when necessary
 - Management of overseas and local procurement in liaison with relevant budget holders which includes entering data on Asycuda; organising the pick-up and distribution of overseas orders; sending invoices for payment to the relevant budget holders; management of LPOs and Fuel Receipts
2. Responsible for the management of maintenance across the portfolio which includes:
 - Collating and monitoring of the Maintenance Schedule and liaising with relevant Portfolios as required
 - Line management of the GMT
 - Coordinating and managing the duties and the schedule of the GMT
3. Support the work of the administration team as and when required
4. Responsible for the management of the Portfolio's Revolving Book Fund



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5. Responsible for the management of the Portfolio's Master Inventory and Asset Register and direct periodic spot checks
6. Responsible for the digitalisation and management of portfolio records in accordance with relevant SHG and Portfolio policies and procedures
7. Be the lead Health and Safety Officer for the Education, Skills and Employment Portfolio
8. Be responsible for public facing communication and information which includes monitoring the Portfolio websites on a regular weekly basis in liaison with Data Manager & IT Coordinator and Press Office.
9. Support the organisation and management of Portfolio events

Special Conditions

Out of hours work as and when required.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Core Competency Framework

Competency	Level
Professional Development: N/A	(i)
Planning & Delivery of Work: Plans and organizes work to meet objectives whilst achieving quality and value for money. Identify information needs and ensures delivery to plan in a timely and effective manner. Recognises good and tackles poor performance	(iii)
Analysis and use of Information: Gathers, summarises and interprets data with attention to detail. Follows guidelines for identifying problems and capable of resolving day-to-day problems.	(ii)
Decision Making: Solves problems that have significant short-term implications for the directorate and assesses the impact of decisions made. Decisions are formed based on trends, patterns and causes rather than just symptoms and is evidence based and made in compliance with policy guidelines.	(iii)
Working with Others: Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	(ii)
Communication: Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that has a positive impact on others and engages with them to understand their needs	(iii)
Influencing and Persuading: Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.	(iii)
Dealing with Change: Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.	(ii)
Continuous Improvement: Sets SMART objectives for team and evaluates them and where necessary motivates team members to improve and develop their performance.	(iii)
Managing Resources: Ensures team members understand key issues affecting their work and their role within SHG and tackles poor performance promptly.	(iii)



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
GCSE in English and Maths at Grade C/4 or above	E	√	
Level 3 qualification in Business and Administration or equivalent	D	√	√
Knowledge & Experience:			
Considerable experience in an administrative environment	E	√	
Considerable experience in managing staff	E	√	√
Experience in and knowledge of Procurement Management and Regulations	E	√	√
Experience of using data systems	E	√	√
Experience of making recommendations for improvements in relation to systems and administrative processes	E	√	√
Demonstrable ability to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E	√	√
Experience of using information to develop solutions and solve problems	E	√	√
Skills and Abilities:			
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E	√	√
Able to use own judgement to make relevant decision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Effective oral and written communication skills, with good command of the English Language	E	√	√
Able to use own initiative and work independently	E		√
The ability to work as part of a team	E		√
Adaptability/Flexibility	E		√
Good listening skills	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
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A sense of responsibility	E	√	√
Good organisational skills	E		√
The ability to work calmly under pressure	E		√
An understanding of the importance of observing confidentiality and data protection	E		√
Responsive to change	E		√
Reliable and Trustworthy	E		√
Other:			
Willingness to work flexibly - some evening or weekend work may be required	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

N/A