



LONDON BOROUGH OF MERTON
COMMUNITY & HOUSING DEPARTMENT
JOB DESCRIPTION

POST TITLE: Business Support Officer

Grade: ME14

DIVISION/SECTION: Housing

Responsible to: Housing Needs and Enabling Manager

Responsible for: No staff

Post number: _____ Date: November 2009

1. MAIN PURPOSE

To provide a flexible and outcome focussed business support service to the Housing Needs and Enabling division.

2. MAIN DUTIES AND RESPONSIBILITIES

Develop and facilitate a performance focussed culture across the service to improve operational performance.

Work in partnership with managers to design and put in place action plans for improving areas of poor performance within their areas of service and ensure effective monitoring.

Lead on quality assurance and quality development processes and mechanisms across the service.

Develop and implement policies and procedures.

Lead on the maintenance and development of the service's ICT systems with overall divisional responsibility for the ICT function.

Manage application support for all ICT systems. Ensure adherence to corporate security policies for system access.

Provide detailed advice and guidance to the management team on a full range of information technology issues, including new system procurement, problem solving and obtaining maximum benefits from ICT systems

Lead and co-ordinate on risk management, emergency planning and business continuity

Develop, implement and maintain a communications and consultation strategy.

Develop and produce public information, from identification of requirements through to design and print.

Manage, coordinate and edit the production of regular newsletters and other communication material.

Create, develop, implement and manage an effective, consistent and coherent performance management framework.

Regularly review performance and information support to ensure it meets business needs and develop, where necessary, the case for business change.

Lead on the development of processes for the capture of data and the timely, accurate reporting of performance information.

Lead on and manage the submission of departmental returns to central government and other statutory bodies. Produce robust supporting evidence for auditors and inspectors.

Lead on business planning and service planning on behalf of the division.

Identify and lead on business improvement activities. Support the service to achieve and maintain formal accreditations and awards.

Be aware of and understand the Council's Equal Opportunities Policy and ensure that at all times the duties of the post are carried out in accordance with the policy.

Ensure that the Corporate and Departmental Health and Safety Policies are implemented at all times and to raise any concerns regarding their operation, or any health and safety matter with the appropriate senior line manager.

Ensure that within the scope of the job purpose, the Council's aims in relation to customer service are achieved.

Undertake such other duties as may be required by, or on behalf of the Director or Manager, provided they fall within the range and scope and duties of the post and are commensurate with the grade of the post.

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PERSON SPECIFICATION

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1. Knowledge

- Thorough understanding of performance management frameworks, and the role of performance indicators and other evaluation methods.
- Thorough understanding of Government Comprehensive Performance Assessment, Best Value principles and VFM agenda.
- Good understanding of the principles of project management.
- Proven ability to analyse, interpret and present complex information; expert knowledge of MS Excel (including macros, pivot tables, V&H lookups, IF functions etc.), Word and PowerPoint essential,
- Good knowledge of Capita, BI Query, BI Web, Business Objects highly desirable.
- Detailed knowledge of housing policies, procedures and legislation desirable.

2. Skills

- Ability to focus on the achievement of objectives and outcomes, taking ownership of issues and ensuring deadlines are met; able to adapt effectively to changing priorities and workloads and deliver to multiple competing deadlines.
- Excellent problem solving skills, and ability to assimilate information from a range of sources; effectively defining requirements and problem issues.
- Ability to explain and present concepts clearly and simply.
- Excellent organisational, time management and planning skills.
- Excellent interpersonal, communication and presentation skills; ability to influence and persuade.

3. Experience/Training

- Experience of information analysis, interpretation, management and presentation.
- Experience of working with and supporting professional staff and senior managers.
- Extensive use of IT to produce management information and reports.