

JOB DESCRIPTION

Job Title	Business Operations Officer		
Directorate	Childrens & Families		
Reporting to	Business Operations Manager		
Grade	12		
Evaluation ref:	AG0948	Job ref:	Family BAC12
Role purpose			
<p>The Business Operations Officer role involves overseeing various administrative and operational functions, coordinating with various departments to streamline processes, and implementing best practices to enhance productivity. The Business Operations Officer is responsible for managing resources, monitoring performance, and ensuring compliance with council policies and procedures.</p> <p>This position requires a proactive approach to problem-solving, excellent communication skills, and the ability to work collaboratively with colleagues at all levels. The role also involves analysing data to inform decision-making, preparing reports, and contributing to strategic planning initiatives.</p>			
Responsibilities			
<p>Deputise, as required, for the area Business Support Manager.</p> <p>Take a lead role for business support activities associated with Children's Social Care (which could include Children Looked After, Leaving Care, Assessment, Safeguarding, Children with Disabilities, Fostering/Family Group Conferencing, First Response, Adoption, Kinship, Independent Safeguarding Unit, Unaccompanied Asylum-Seeking Children, Contact or Children Looked After Health, etc). Attend and participate at specialist county-wide operational management meetings and co-ordinate and lead county-wide business support meetings for individual specialisms.</p> <p>Supervise, co-ordinate and monitor the work of a Team who provide specialist business support activities to frontline Children's Social Care Social Workers and Managers.</p> <p>Deploy staff and resources and determine day to day priorities to ensure that business needs are met, and administrative and customer service standards are maintained. Provide advice, guidance and training to staff on specific aspects of their role. Undertake performance reviews/supervision/appraisals and make recommendations regarding team members' development and training needs.</p> <p>Lead the team on the introduction of new activities, systems and procedures. Provide clear communication to the team, cascading information from a variety of sources. Ensure that corporate, service-based and business change initiatives are understood and embedded in the team. Arrange for training and development for team members, as appropriate, to enable a positive response to change.</p>			

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Contribute to the induction of operational staff to ensure a robust introduction to Business Support practice.

Participate in the recruitment, appointment and induction of business support staff and ensure induction and key competency checklists are up-to-date.

Work with the Business Support Manager to develop, implement and deliver relevant training workshops for new and existing staff, relevant to specialist lead role/s.

Lead projects and attend working groups relevant to specialist lead role. Monitor the Business Support Offer, team One Notes and the Business Support Catalogue to ensure they are up-to-date.

Work with CSC PSSD team to maintain up to date Business Process Maps (BPMs) and Children's Social Care templates. Maintain local systems and procedures and ensure adherence to GDPR legislation. Work with senior managers to plan and coordinate new developments to progress changing corporate requirements, eg ICT, Information sharing, TAP Programme.

Act as feedback co-ordinator and assign any new feedback received, eg complaints, compliments and comments, to the relevant Team or Operations Manager in i-casework.

Have a good understanding of the SAP processes to ensure that payments and practices are applied consistently and according to statutory guidance, local policy and service standards. Act as a SAP approver in accordance with corporate financial limits and maintain the HR structure.

Impact

Contacts & Relationships

A key feature of the role is the frequent contact with professional staff, partner agencies and other public bodies to pass and receive information, make arrangements and deal with queries. These contacts may be in a statutory or formal setting. Will give advice to clients/carers/other agencies and public bodies. Any action taken will be reported and more complex queries referred to senior colleagues.

Manage a team of staff who may have regular interaction with clients/customers and members of the public and as such may be required to take over when dealing with challenging and distressing situations.

Will require sound communication and excellent team working skills and abilities to ensure and deliver high levels of performance and responses from their team.

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Resources

Will be accountable for the supervision, deployment and performance of up to 6 members of staff.

Will have a working knowledge of CSC systems, eg SAP, i-casework, Homefinders, Click Travel and LCS as relevant.

Will understand the importance of data security in relation to all documentation sent to third parties and to adhere to all SC data security policies, reporting all potential data breaches to the Information Governance Team. Sensitive personal information must be managed with particular care when being sent by post, email or fax and when shared over the telephone and at meetings.

Responsible for the safe keeping of client records and equipment.

	Essential	Desirable	
Knowledge			
Comprehensive understanding of business operations and administrative processes.	X		
Knowledge of local government policies and procedures.	X		
Familiarity with data analysis and reporting techniques.	X		
Understanding of strategic planning and development.		X	
Knowledge of compliance and regulatory requirements.		X	
Experience			
Proven experience in a business operations or administrative role.	X		
Demonstrated ability to analyse data and prepare reports	X		
Experience in coordinating with multiple departments.	X		
Previous experience in a local government setting.		X	
Experience in implementing process improvements.		X	
Qualifications / Registrations / Certifications			
Educated to A-Level/BTEC or equivalent experience.	X		

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Certification in project management.		X	
Continuous professional development in business operations.		X	
Skills			
Excellent communication and interpersonal skills.	X		
Strong organisational and time management skills.	X		
Proficiency in data analysis and report preparation.	X		
Ability to work collaboratively with colleagues at all levels.	X		
Strong problem-solving and decision-making skills.	X		
High level of attention to detail and accuracy.	X		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			

Date: April 2025