

JOB DESCRIPTION

Job Title	Business Operations Officer		
Directorate			
Reporting to	Business Operations Manager		
Grade	12		
Evaluation ref	AG0948	Job Family ref	BAC12
Role purpose			
The Business Operations Officer plays a key role in supporting the effective delivery of services by overseeing a range of administrative and operational functions. The role ensures that business processes run smoothly by coordinating activities across departments, maintaining high standards of customer service, and embedding best practice. A core part of the role involves supervising and guiding business support staff, managing resources, and ensuring compliance with council policies, procedures, and statutory requirements. The post holder contributes to a positive, well-organised working environment through clear communication, accurate information management, and proactive problem-solving. In addition, the role supports continuous improvement by analysing data, preparing reports, and providing insight that informs decision-making and strategic planning. The Business Operations Officer leads on specific service areas—such as Children and Families and Public Health Nursing—attending specialist meetings and contributing to county-wide business support coordination. They also play a key role in implementing new systems and procedures, supporting staff development, and ensuring that corporate and service-based changes are understood and embedded. Overall, the role helps ensure that operational teams are well supported, efficient, and equipped to deliver high-quality services.			
Responsibilities			
Deputise, as required, for the area Business Operations Manager. Take a lead role for business support activities associated with the Children and Families Service including Public Health Nursing. Attend and participate at specialist county-wide operational management meetings and co-ordinate and lead county-wide business support meetings for individual specialisms. Supervise, co-ordinate and monitor the work of a Team who provide specialist business support activities to frontline professionals and Managers. 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.			

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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.

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.

Work with the Business Operations 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.

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.

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 a team of staff.

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.

Knowledge / Experience / Skills

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

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Strong organisational and time management skills.	✓	
Proficiency in data analysis and report preparation.	✓	
Ability to work collaboratively with colleagues at all levels.	✓	
Strong problem-solving and decision-making skills.	✓	
High level of attention to detail and accuracy.	✓	
Working Conditions		
Working Arrangements		
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.		