**Job Description**

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| **Job title:** | Senior Business Support Officer |
| **Grade:** | S4 |
| **Division:** | Digital Services Group |
| **Reports to:**  ***(job title)*** | Head of Delivery |

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| **JOB PURPOSE** |
| The role will encompass a wide range of business support, project administration, coordination activity and organisational elements, requiring discretion and outcome-based productivity in direct support to our CIO. |
| **KEY DUTIES AND RESPONSIBILITIES** |
| * Manage the provision of a highly proactive, efficient, professional, and flexible business support service, co-ordinating and prioritising workloads as required to meet service demands * Prepare high quality and accurate letters, managing workflow, record keeping and reporting progress in accordance with agreed service standards * Provide solutions without the aid of detailed processes * Co-ordinate daily business operations * Developing a practical understanding of the areas of work within DSG, enabling the prioritisation of CIO and Senior Managers’ time, and business continuity across the team and wider organisation * Build positive relationships with other teams and departments and using those relationships to influence others through excellent interpersonal and communication skills * Develop and oversee opportunities for apprenticeship, internship and work experience placements * Comply with Company policies and procedures (including the Business Management System) * Adhere to the MASS values. |
| **COMPETENCIES** |
| **General Profile:**   * Requires specialised expertise in an operational and/or system process * Completes complex assignments and may coordinate the work of others * May act as a lead, providing subject matter knowledge to the team but is not a work leader * Works autonomously within procedures; proposing improvements as needed   **Job Functional Knowledge:**   * Requires specialised expertise within a process to perform a broad range of complex work assignments   **Business Expertise:**   * Understands how own and related teams efforts impact broader organisational objectives.   **Leadership:**   * On occasion, may act as a work lead, providing subject matter guidance to more junior team members – but is not a formal work leader.   **Problem Solving:**   * Gathers and analyses information to identify and solve complex problems that arise with little precedent.   **Impact:**   * Impacts own team and other teams whose work activities are closely related; suggests improvements to existing procedures to improve the efficiency of the team   **Interpersonal Skills:**  Evaluates and communicates unusual and/or complex content in a clear manner. |
| **QUALIFICATIONS / EXPERIENCE** |
| **Essential**:   * Organisation and communication skills are essential to succeeding alongside management of relationships. * Experience working within an administrator background or/and previous experience working as an Executive Assistant or Military Assistant. * Comfortable and confident in working at pace to manage conflicting short term and long-term priorities. * Excellent working knowledge of Microsoft Applications.   **Desirable**:   * Experience working in the defence/government sector. |

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**Declaration**

*“I have received, reviewed and fully understand the above job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described”:*

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| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |