

# Hertfordshire County Council Job Outline



**JOB TITLE:** Business Support Services Executive  
**GRADE:** Level 7 Business Support Services  
Office Manager/ Business Support Services  
**REPORTS TO:** Manager  
**TEAM:** Local Enterprise Partnership (LEP)  
**DEPARTMENT:** Environment & Infrastructure

## Purpose of the Job

To support the Business Support Services team in the development of systems and processes to support the effective delivery of the Funded Programmes and to provide administrative and client support to the wider team.

## KEY RESPONSIBILITIES

The Business Support Services Executive's responsibilities will include but are not limited to:

- Be actively involved in the setting up and maintenance of internal procedures and processes;
- Become familiar with various funding requirements and ensure that these procedures and processes are designed in line with the relevant guidance;
- Ensure that the programme audit trails are maintained and recorded, that all activities are eligible and monitored on a regular basis and achieve the project objectives and budget requirements;
- Support the Office Manager with the management of wider projects ensuring that all appropriate evidence is recorded, and liaise with finance regarding reimbursement of all claims in a timely manner;
- Provide executive support to team colleagues in their day-to-day roles including support in fulfilment of client enquiries; and monitoring, assisting and checking completion of project documentation to help minimise errors and gaps in information;

- Cover telephones and take messages when necessary, engage with clients on an ad hoc basis in order to ensure appropriate documentation is completed and to monitor completion of grant funded projects;
- Organise meetings, book meeting rooms and attend for note taking (where required);
- Attend external meetings, take minutes and distribute on behalf of the Business Support Services team and wider LEP teams;
- Perform general administration tasks: photocopying; filing and maintaining client records on the company CRM and in hardcopy, raising purchase orders, invoices, expenses and related records and assist the Office Manager with the day to day running of the office
- Prepare for the delivery of workshops and events including setting up events on HGH website, compilation of delegate lists, delegate packs, and sign in sheets, slides and supporting materials;
- Ensure all business connections are recorded on the LEP/HGH CRM system in accordance with general data protection regulations

The duties and responsibilities above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time-to-time be necessary.

## **SKILLS/ EXPERIENCE**

- Experience of working in a customer service / customer facing role previously, preferably working with SMEs;
- Experience of project working, ideally in a similar role on ERDF / ESF funded contracts;
- Experience of working in a busy office environment responding to multiple demands at a time;
- Experience of financial and general monitoring and management systems related to funding programmes an advantage.
- Experience of working with databases and maintaining accurate customer information on a CRM system
- Experience of business support landscape an advantage;
- Experience of working in business support organisation

## **QUALIFICATIONS REQUIRED:**

To be considered for this role candidates need to hold the following;

- IT literate with intermediate / advanced Excel, Word and Outlook;
- Business/Client focused, recognising that clients are both internal and external;

- Highly organised with the ability to prioritise own workload and meet deadlines;
- Ability to work on own initiative as well as under instruction
- Ability to identify and resolve problems to ensure objectives are met;
- Highly developed interpersonal and influencing skills.
- Strong written and verbal communication skills
- Evidence of designing, delivering and monitoring promotional campaigns, or directing agencies/individuals to develop promotional campaigns
- Evidence of strong and established data analytics skills

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).