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| **Role title:** | Business Support Coordinator | **Responsible to:** | Administration Services Team Lead |
| **Division:** | Finance, Business Strategy and Corporate Services | **Department:** | Corporate Services – Admin Services |
| **Direct Reports and Level:** | None | **Scope:** | Administration Services - MPS |
| **Scale:** | People – 0Budget – £0Income – £0 |
| **Regulated Function(s):** | No |
| **Evaluation Level** | Core 1 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| Provide a centralised business support service to MPS Members, colleagues and divisions, ensuring service delivery, and excellence which is trusted and valued. The role requires engagement with key stakeholders across the organisation to optimise performance, to ensure efficiency and effectiveness of service and project delivery.  |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Support the development and delivery of the Corporate Services plan and strategy to the agreed standards.
* Ensure all service transactions and contacts are processed, distributed, recorded and fully resolved in a timely, accurate and confidential manner in accordance with agreed protocols and service levels.
* Meet key performance targets, quality standards and financial targets through provision of cross departmental administrative support.
* Support on assigned projects across MPS in line with specialist/expert area.
* Maintain and organise project documentation such as plans, schedules, status reports, and meeting minutes.
* Facilitate communication between project stakeholders including team members, clients, vendors, and management.
 | * Operational Performance KPI’s Vs Plan
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| **Financial*** Support a cost conscious culture and challenge the department and stakeholder where there may be opportunity for cost saving efficiencies.
* Support the applicable specialist/expert function to inform business decisions and actions through measurable improvements in business performance.
* Consider all spend within organisation policy, highlighting any cost saving opportunities to the Corporate Services Leadership Team and helping to deliver on these.
* Receive and document change requests from stakeholders including those of a financial nature, ensuring these requests align to the Global Authorisation Matrix (GAM).
 | * Operational budget Vs Plan
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| **Member*** Monitor emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for Members or are likely to have material adverse effect on MPS.
* Seek ways to continuously improve ways of working and contribute to divisional / MPS wide continuous improvement projects aimed to drive operational efficiency and great member experience and outcomes.
* Deliver fair treatment and outcomes for Members and compliance with associated policies and standards set out by Council, its committees and delegated authorities.
 | * Net promoter score
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| **People*** Take personal accountability for own training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all governance, policy standards and processes.
* Promote positive colleague relations and champion a community environment which enables the diversity agenda, wellbeing of colleagues and builds a reputation in the marketplace as a positive employer brand.
* Support colleagues both within own team and through learning interventions as part of the Academy to maximise the potential of all colleagues and the quality of our service to members.
* Build good working relationships with a range of Stakeholders and support the Corporate Services team in managing these stakeholder expectations.
* Assist in resource allocation across assigned projects, working collaboratively with the Project Management team
 | * Delivery of Personal Development Plan to plan
* One to one / performance review meetings Vs Plan
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| **Risk*** Identify and report risks and issues identified within Corporate Services, assigned projects and across MPS to enable resolution and mitigation of potential impact on MPS, Members and colleagues.
* Contribute to an environment where all colleagues in the Corporate Services Team recognise the importance of risk identification and management.
* Adhere to appropriate business processes and controls in order to comply with policies and regulatory requirements (as applicable).
 | * Risk & Control Self- Assessments
* Audit Actions
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| **Responsibilities (RACI)** |
| * Support the Corporate Services team to facilitate timely responses to stakeholders, Members, colleagues and others, helping the department to meet internal and external service levels and performance levels.
* Provide efficient, effective and confidential cross departmental administrative support to ensure KPIs, service level are met.
* Ensure data integrity and completion of tasks in software systems provided where appropriate.
* Effective management of all data, files, folders in line with Data Privacy policy and GDPR regulations.
* Build relationships with key stakeholders internally and externally to maximise operational effectiveness.
* Input into the ‘Academy’ and continued development of competency frameworks and learning material – identifying training requirements.
* Keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective in field of specialism.
* Undertaking other duties and tasks that are appropriate to the level or role that may be required.
* Document project risks and issues - work with the project team to develop mitigation strategies and action plans, track the resolution of issues
* Monitor and track the availability and utilization of resources including personnel, equipment, and materials. Coordinate with relevant stakeholders to ensure resources are utilised efficiently.
* Facilitate & coordinate meetings, distribute agendas, and ensure that key decisions and actions are documented and communicated effectively.
* Support quality assurance processes by monitoring project deliverables against predefined quality standards
* Coordinate with the project team to review and prioritise change requests and ensure appropriate approval processes are followed
* Ensure that where appropriate, project documentation is up-to-date, version controlled and accessible to all team members.
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| **Key Governance Responsibilities** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Microsoft Office Suite
* Prioritise work and manage multiple activities
* Excellent interpersonal and written communication skills.
* Demonstrate attention to detail / accuracy
* Handle confidential information with integrity
* Proactive management of workload to pre-empt requirements from stakeholders
 | * Managing confidential matters sensitively.
* Prior experience in Shared Service Operations and/or support/office administration.
* Experience of working in a team environment.
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| **Desirable** |  | * Microsoft Teams and PowerApps
* Problem solve and make informed decisions using own initiative.
* High-energy work ethic, ability to establish vision, drives change and delivers results.
* Functional Keyedin capability
 | * Experience of working to tight deadlines whilst producing consistently accurate work.
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