

JOB DESCRIPTION

Support Officer Business and Projects

Post Ref	5.2.1.1.1 and 5.2.1.1.2 Support Officer Business and Projects
Reporting To	5.2.1.1 Senior Officer Business and Projects
Pay Band	EO
Line Management, Accountable for	NA
Budget Management	NA

Job Purpose

To undertake work to support the development and implementation, of projects and business as usual activities identified within the directorate.

To provide support to the Business Manager and Leadership team to monitor, evaluate and report progress against planned directorate initiatives.

Key Accountabilities:

- Using, maintaining and developing Ofqual systems and processes to support the delivery of activities within directorate.
- Producing high quality documents, reports, briefing papers and presentations which are fit for purpose and meet business requirements.
- Collating, analysing and presenting information in a variety of formats as required.
- Carrying out background research as and when required to support the delivery of the directorate's objectives.
- Managing queries and requests for information, drafting or coordinating effective responses as appropriate.
- Organising and co-ordinating meetings, events and communications to ensure these run smoothly and achieve their purpose.
- Providing high level business support to managers and business areas within directorates, such as assisting with the development of annual business plans, and documentation to support the quarterly review process.

- Supporting the implementation of corporate approaches such as risk management.
- Monitoring and tracking the progress of directorate initiatives through the use of a range of project management tools, systems and techniques, encompassing performance, resource and financial reporting.
- Supporting the preparation of assignment specifications for Experts and/or any other procurement activities.
- Providing flexible resource, during periods of high volume within the Customer Service and Administration Team to answer and handle calls and emails via the helpdesk, and support the resolution of cases managed by the team.
- Supporting the commissioning of Experts by quality assuring processes, preparing financial reports and assisting with capacity planning.
- Supporting the work of the Regulatory Compliance team with the planning and delivery of audits.
- Providing support to the Communications team for any planned stakeholder events.

Corporate Accountabilities:

- Acting as a role model for Ofqual's values and professional standards
- Supporting your manager with the delivery of the business and corporate plans for your area.
- Contributing to continuous improvement in your own area of responsibility.
- Supporting your manager with risk management by reporting/escalating any identified risks or issues, as appropriate.
- Being fully aware of and actively complying with Ofqual's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, health and safety and data protection.
- Performing any other reasonable duties as directed by line management.

This list should not be regarded as exhaustive and the post holder will be expected to deliver other duties relevant and appropriate to this post.

PERSON SPECIFICATION

Experience

Criteria	Essential (E) or Desirable (D)
Experience of working in a business support environment including project management, budget management, business planning and resopurce planning.	E
Experience of collaborating and parterning with internal and external stakeholders.	E
Experience of working in the public sector and/or a regulatory environment.	D
Experience of contributing to multi-disciplinary work to achieve objectives.	D
Experience of working in a customer service/helpdesk environment including the use of call centre logging systems.	E
Experience of dealing with complex enquiries and using a range of communication methods to respond.	E

Skills and Abilities

Criteria	Essential (E) or Desirable (D)
Excellent written and oral communication skills to communicate clearly and concisely with others.	E
Effective team working and interpersonal skills working collaboratively to achieve objectives.	E
Effective time management skills, including the ability to successfully prioritise workloads, and manage multiple competing priorities.	E
Interpersonal skills when handling queries and enquiries from external stakeholders either on the phone and/or face to face.	E
Ability to complete tasks accurately and demonstrate strong attention to detail.	E
Ability to plan and analyse evidence such as financial information including supporting the management of budgets.	E

Able to analyse data and information to produce clear reports on trends, patterns and other observations.	E
Able to use initiative to resolve routine problems and issues.	E
Able to identify and track risks to support effective risk management.	E
Ability to understand Ofqual's strategic priorities and contribute to achieving those.	E
Ability to use appropriate IT applications effectively (including Outlook, SharePoint, Word, PowerPoint and Excel).	E
Able to use basic project management disciplines to lead or contribute to project work.	E
Being able to handle difficult or emotional customers.	E
Being consistent on messaging.	E
Excellent administration skills including the ability to plan and service meetings and maintaining document recording systems.	E

Knowledge including qualifications

Criteria	Essential (E) or Desirable (D)
BTEC Level 3 Business Administration or equivalent experience gained whilst working in a similar role.	E
Knowledge and experience of operating in a customer service and/or helpdesk environment.	E
Understanding of the role of a regulator.	D
Understanding of the education system.	D

You will be required to evidence the essential criteria in your application, and if successful, at interview. Additionally you may also be required to complete online tests, exercises, scenarios and/or psychometric testing.