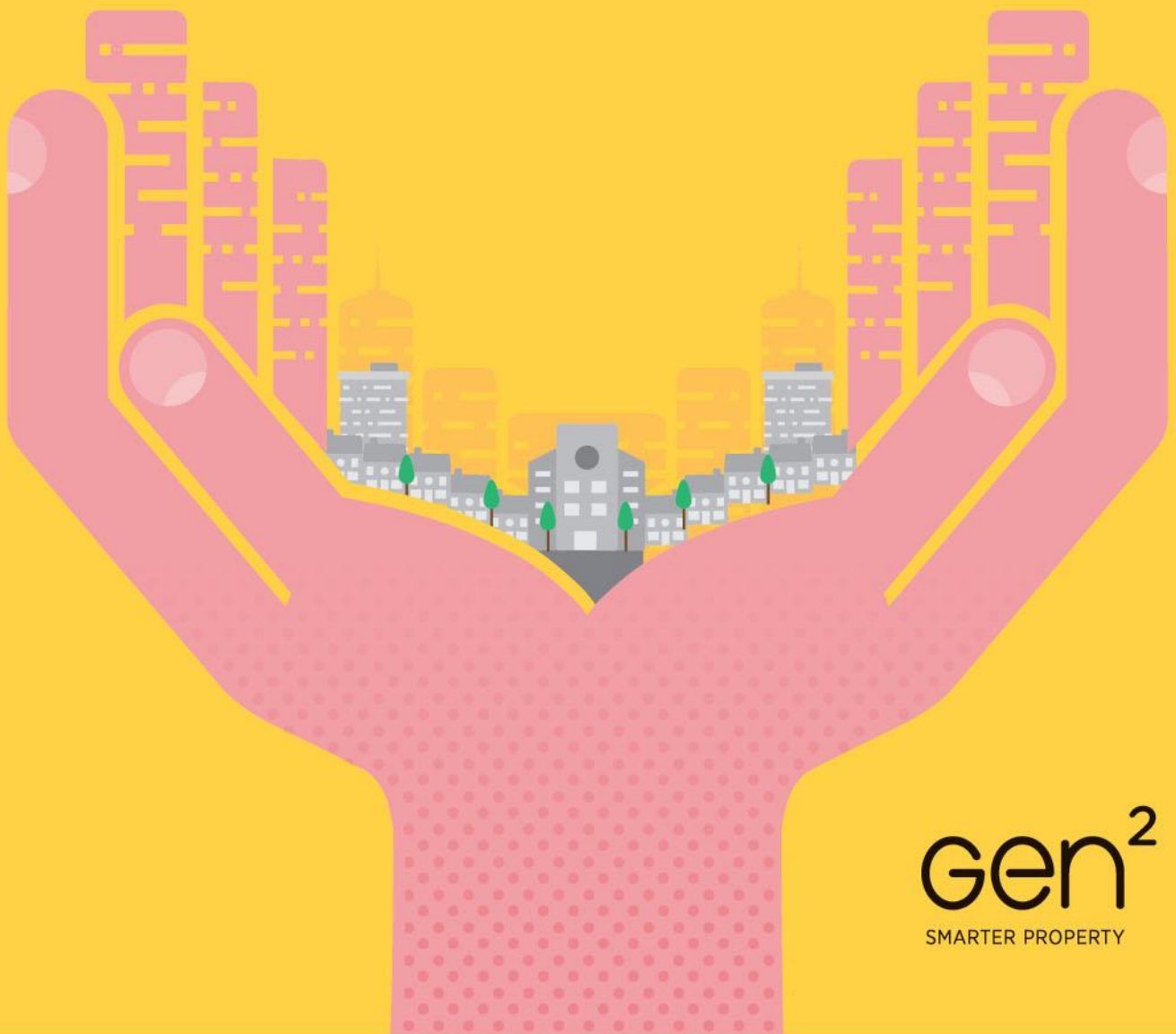


# BUSINESS SUPPORT OFFICER

**INFORMATION, JOB DESCRIPTION &  
PERSONAL SPECIFICATION**



**Gen<sup>2</sup>**  
SMARTER PROPERTY

# Business Support Officer

## Information, job description and personal specification

This purpose of this document is as a guide to provide prospective applicants with details of the company; what you can expect when you work for us; requirements of the role; and skills and competencies that we will be looking for in a potential employee of the company.

### Who we are

GEN<sup>2</sup> are trusted public sector property experts.

We're transforming the management of public buildings and spaces for current and future generations through our inside knowledge of the sector.

And we're growing. Having successfully secured a five year agreement with Kent County Council's infrastructure division and securing new clients, GEN<sup>2</sup> is looking to expand its talented team of property professionals.

We manage 1,800 properties with a combined value of £1.87bn and have delivered £535 million of capital projects over the last three years. Our team of experts enable and facilitates the delivery of a diverse range of services for the public sector across London and the South East.

GEN<sup>2</sup> are driving innovative new changes to support the need to deliver services differently. We are keen to work with an exceptional individual who has the energy, drive and ambition to help us do things differently.

Someone who shares our commitment to improving public services and who is able bring skill and commercial awareness to ensure we deliver value for money and maximise clients' assets.

### Our Vision

Our vision is to be the trusted property services advisor of choice to public sector clients in London and the South East. We understand our client's needs and objectives and our work supports the delivery of social and financial value. We do this by delivering excellent standards of service, in a commercially aware but ethical manner.

*Information, job description and personal specification*

gen<sup>2</sup>



## JOB & BENEFITS SUMMARY

### **Business Support Officer**

Reporting to Business Support Unit Manager  
Working in Business Management team  
Based at Maidstone, Kent  
Salary from £19,609 to £21,509  
Holiday allowance: 22 days  
Company Pension  
Flexible working practices

### **Purpose of the job**

Ensure the provision of comprehensive support across the Gen<sup>2</sup> Business. The post holder will be required to provide comprehensive administrative support and may be required to provide this support flexibly as required by changing business needs and as directed by the Business Support Unit Manager.

### **Main duties & responsibilities**

1. Provide a comprehensive administrative support to a group of managers/team, including diary and time management, allocating work to other support staff where appropriate, reviewing all correspondence and tracking replies within the appropriate timescales where necessary, formal minute taking and note of meetings in order to enable the manager/team to discharge their duties effectively.
2. Plan, organise and co-ordinate internal and external meetings, including large gatherings such as seminars involving external agencies and speakers, preparing itineraries and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative aspect is covered. Book conference facilities, off site accommodation, travel and personal arrangements.
3. Devise and oversee a range of administrative tracking systems, including monitoring all initiatives and projects in which the manager is involved, correspondence, complaints and staff annual and sick leave, to ensure that progress is maintained on behalf of the line manager where possible and that all relevant action is taken as necessary. Oversee the administration of financial systems relating to expenditure and income, e.g. processing invoices, monitoring expenditure and processing changes, in accordance with financial regulations and directorate procedures.



4. Oversee the development and review of all office systems, including maintaining websites, the database and filing systems, both computerised and manual, tracking key documents, to ensure that files are constantly updated and that systems are adapted to improve effectiveness in line with the County's Record Retention Policy, data protection and freedom of information protocols.

5. Assisting and supporting the manager/ team in project work and undertaking ad hoc projects under the direction of the manager/ team manager as directed.

6. Research, co-ordinate and analyse data, chasing individual responses from senior managers relating to specific issues on behalf of the line manager, to ensure that any reports to management teams and clients are prepared and submitted within agreed timescales.

7. Act as first point of contact and take appropriate action in relation to queries from clients and others to ensure that these queries are dealt with effectively and in a professional manner.

### Personal Specification

The following personal specification outlines what we are looking for in an applicant. Applicants should describe in their application how they meet these criteria.

Applicants who have a disability and who meet the criteria will be shortlisted.

QUALIFICATIONS	<ul style="list-style-type: none"> <li>NVQ 2-3 (or equivalent) with proficient technical, practical and/or well-developed computer skills</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>Previous experience of working to a senior manager</li> </ul>
SKILLS & ABILITIES	<ul style="list-style-type: none"> <li>Able to work flexibly to support different teams and individuals as required by the changing business needs.</li> <li>Good keyboard and minute taking skills</li> <li>Computer literate in MS Office packages including Word, Excel &amp; PowerPoint</li> <li>Confident telephone manner</li> <li>Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contacts</li> <li>Able to balance constantly changing priorities</li> <li>Ability to plan and prioritise workload and meet deadlines</li> <li>Ability to analyse and research information</li> <li>Ability to present information and data both orally and written to a range of audiences in a clear and concise manner</li> <li>Able to work on own initiative</li> <li>Able to work to deadlines</li> </ul>



KNOWLEDGE	<ul style="list-style-type: none"> <li>• Knowledge of the key elements in successful project / office administration</li> <li>• Knowledge of working in an Infrastructure environment</li> <li>• Some practical knowledge of project management</li> </ul>
VALUES & BEHAVIOURS	<p><b>PROFESSIONAL</b> Employees are expected to maintain the highest professional and ethical standards.</p> <p><b>COMMERCIAL</b> Employees should provide optimum financial outcomes for our clients.</p> <p><b>COLLABORATIVE</b> Employees work with clients to achieve success.</p> <p><b>INNOVATIVE</b> Employees deliver smarter property solutions.</p>

