

Business Support Executive

Department of Infrastructure, Public Estates and Housing Division

What will you do?

The role of Business Support Executive (FM) is to support the Head of Facilities Management (FM) and associated Leadership Team in all aspects of service delivery.

This is an exciting business support role, providing essential quality administrative services and assistance to enable the Head of FM (and the leadership team as required) to carry out the role effectively. A fast moving and demanding role, this post holder will have a varied workload across a broad range of issues. The role will also manage and maintain effective performance reporting in relation to the Division's work.

The ability to work under pressure, prioritise workloads and multi-task is key to the role. An understanding of the political interface, together with a strong belief in the delivery of quality customer service is also essential. The post holder requires excellent communication and organisational skills, the ability to adapt to changing environments and to work in a fast paced, highly energised office environment.

What does that involve?

Main Duties and Job Purpose

The post holder will lead the management of administrative support for the Head of FM and contribute to the delivery of all associated services. The post holder will organise and provide all meeting administration for a wide variety of meetings for the Facilities Management Section, including and not limited to detailed minute taking. The post holder will be required to work with discretion, diplomacy and with sound judgement. The post holder will lead in the development of improved systems of work. The role will require the officer to create, maintain and communicate high level reports, for example Divisional reports, etc.

To be effective in the role the post holder will need excellent organisational and communication skills, have the ability to deliver under pressure, build positive working relationships, and have a confident and flexible attitude.

1. Business Support

- Diary management for the Head of FM and daily management of correspondence, and all associated tasks, in order to best support the provision of effective and efficient services.
- Contacts and Communications - To manage the daily contacts and communications for the Head of FM, screening telephone calls, enquiries and requests and handling them when appropriate. Dealing with Members of

Tynwald, Senior Officers and staff, Senior Government Officials and members of the public.

- Organising and attending meetings as required, managing agendas, booking appointments and arranging internal and external meetings as necessary. Booking conference rooms making the necessary preparations including; refreshments and receiving visitors. Prior to meetings and appointments flag up any outstanding actions and prepare papers in good time.
- Coordinate a range of meetings for FM for both internal and external customers. Attend a range of high level meetings as a minute taker, meetings include: political, senior management, partnership board and strategic groups. As a note taker to regularly attend divisional grievance, capability, disciplinary and appeal hearings.
- Oversee and coordinate the infrastructure and administrative support to FM submissions to the Department, Treasury, Council of Ministers, Tynwald and related committees.
- Provide first point of contact for the section and ensure appropriate responses are prepared for Tynwald Questions and Freedom of Information requests.
- Prepare management information from submissions received from the leadership team; prepare and collate benchmarking reports.
- Support the development of business improvement arrangements.
- Ensure appropriate support is available to the FM Senior Leadership Team.
- Researching and preparing reports and other written information as required.
- Be responsible for arranging off island travel for the Head of FM and senior officers.
- Working with the Facilities Management Senior Leadership Team, supporting and maintaining up to date policy documents and procedure notes for FM as required.
- Work closely with and provide occasional cover for the Business Support Executive to the Director of Public Estates and Housing.
- Maintain FM registers including: Information Asset, Holiday schedules.

2. Correspondence

- Managing the daily contacts and communications for the Head of FM, prioritising when required and addressing them within knowledge/ability and, as the situation demands, maintaining strict confidentiality. Proof reading communications and documents when required.
- Deal competently and confidentiality with sensitive information and have due regard for GDPR principles.

- Keep and maintain an accurate record of papers and electronic correspondence on behalf of the Head of FM and Leadership Team. Ensure that all correspondence and communications are logged, setting deadlines and chasing up responses.
- Prepare documents, correspondence, responses and other papers as requested for the Head of FM and Leadership Team. This will include more advanced word processing and may include using spreadsheets and databases, using Microsoft Word and Excel.
- Prepare templates for reports and specific responses as required.

3. General

- Records Management - Responsible for management of the files, papers and other materials both electronic and paper and information for the Head of FM.
- Assist the FM Support Team with wider projects as required. Manage and oversee a variety of projects across the team, with key responsibilities such as prioritisation, planning, monitoring progress, pursuing and updating accordingly, manage resources available within constraints and deliver these within agreed deadlines and targets.
- Any other duties and responsibilities appropriate to the role and grade, as directed by your Line Manager/Senior Department Management.

Management of Staff and Resources

The post holder will have no requirement to manage staff/resources.

Training and Development

The post holder may be required to undertake relevant training in line with Department requirements and priorities of the post

Representation and Corporate Contribution

The post holder may be required to represent FM or the Division in a range of settings, both internal and external to Government, including (but not exclusively) meetings, forums, committees, working groups, public events and exhibitions.

Performance Management and Improvement

The post holder will have a personal responsibility for performance management and will be expected to contribute to the Public Estates and Housing 3 c's model. The required levels for this post are:

- **Credibility - Level 3** - Takes personal responsibility, delivers on targets and owns their work, responsible and accountable.
- **Capability - Level 3** - Ability, capacity and potential. The post holder will understand how their role contributes to their team's objectives and priorities.

- **Character - Level 3** - The way a person thinks, feels and behaves; their personality and level of emotional intelligence.

Reporting Framework

The post holder, as a member of the IOM Public Service, reports through the Head of Divisional Support, who is responsible as "Reporting Officer" for the implementation of, and compliance with, the provisions of the 3c's Performance and Development Review Scheme, as it applies to the post.

The Reporting Officer will ensure that, amongst other things, as required:

- 3c's Performance and Personal Development Plan is agreed where applicable with the post holder
- 3c's Performance and Development conversations are held

Health and Safety

The post holder will be responsible for their own health and safety, the impact of their actions on others, and for identifying any possible risks or near misses to a responsible manager. The post holder will observe appropriate legislation and codes of practice in connection with their role.

Integrity

As an employee within the Department of Infrastructure, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity.

Each officer has a personal responsibility to maintain the confidentiality of all Department business and to uphold such confidences.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
5 GCSE's at grade C or above, including GCSE Maths and English.	D	CV
Relevant experience in an office or administration environment.	E	CV
Experience dealing with a wide range of people in sometimes challenging situations.	E	CV/Interview
Builds supportive relationships.	E	Interview
Is professional and credible.	E	Interview
Capability		
Experience and / or an understanding of how Government Departments function (including the Parliamentary process).	E	CV/Interview
Experience of working with the public and/or customer service environment.	E	CV/Interview
Experience of drafting reports, notes and minutes of meetings.	E	CV/Interview
High quality administrative skills, working to a high level of accuracy, with close attention to detail.	E	CV/Interview
Experience of developing and maintaining policies and procedure notes.	D	CV/Interview
Experience of working in a customer service environment.	E	CV/Interview
Experience of research, analysis and reporting on statistics.	D	CV/Interview
Significant Knowledge of IT, e.g. Competent user of MS Office, Word, Excel for spreadsheets, databases and use of outlook for e-mail and other administration tools etc.	E	CV/Interview
Experience of MS Publisher to create reports, newsletters, posters and notices etc.	D	CV/Interview
Good communicator with proven oral/written skills and the ability to manage difficult conversations/conflict both on the telephone and in person.	E	CV/Interview
Good analytical and problem solving skills.	E	CV/Interview
Good planning & organisational skills.	E	CV/Interview
Future focused.	E	Interview
Makes considered decisions.	E	Interview
Tenacious and resilient, with positive energy and drive.	E	Interview
Character		

Ability and desire to achieve high standards.	E	CV/Interview
Confident, courteous and comfortable with dealing with a wide/diverse customer/client base.	E	CV/Interview
Good team player - able to demonstrate commitment and enthusiasm.	E	CV/Interview
Reliable, accurate, able to plan work and meet deadlines.	E	CV/Interview
High levels enthusiasm and self-motivation.	E	CV/Interview
Personal Integrity and ability to maintain confidentiality.	E	CV/Interview
Must be flexible and adaptable.	E	CV/Interview
Ability to deal with people at a variety of levels.	E	CV/Interview
Trust and is trusted.	E	Interview
Inspires, motivates and empowers.	E	Interview
Other requirements		
Isle of Man Worker.	D	Application