

Job Title: Senior Business Officer

Department: Communities, Environment & Resident Services

Service: Culture and Libraries

Grade: F

Post reference number:

1 Job purpose

To provide proactive administrative, financial, and performance management support to ensure the effective delivery of library services, working closely with staff across the library network and external partners.

To oversee and coordinate daily operations of the business team, managing administrative tasks and processes, improving operational procedures, and assisting the Libraries Business Manager in maintaining consistent standards across the team.

The role involves supporting budget management, preparing business intelligence and performance reports, and contributing to service improvement through efficient business administration and project support functions.

This position requires a proactive and detail-oriented individual who can help identify opportunities for improvement and put solutions in place to make operations run smoother and services better.

2 Principal duties and responsibilities

1. Provide and contribute to high-quality administrative support to library services across the city, ensuring continual improvement and development of processes and systems.
2. Assist the Libraries Business Manager to develop, implement, and review robust performance management data systems to monitor and enhance library services.
3. Coordinate the collation of performance management data, ensuring accuracy and integrity of information for timely submission and assist in maintaining and updating records as required.
4. Provide business intelligence support for service development and areas for improvement across the library network.
5. Process financial transactions including raising orders, processing payments, and monitoring expenditure while handling complex requests and enquiries.
6. Supervise and allocate daily tasks to team members, ensuring timely and efficient

completion of responsibilities.

7. Coordinate and manage a range of office administrative functions and operations
8. Provide support for financial, IT, and building maintenance projects, ensuring their smooth execution and alignment with library service objectives.
9. Proactively communicate administrative and financial updates, maintaining a positive reputation for the Business Team with colleagues, suppliers, and internal/external partners, ensuring compliance with relevant policies and legislation.
10. Act as the first point of contact for enquiries from staff and customers, resolving or routing issues efficiently via in-person interactions, telephone, or email.
11. Actively contribute to fostering a collaborative, efficient, and supportive team environment, taking responsibility for the team in the absence of the Libraries Business Manager.
12. Ensure that financial procedures and information are followed in accordance with Financial Regulations and Data Protection Legislation.
13. Carry out other duties relevant to the post and undertake identified training as required.

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality, Diversity and Inclusion Policy and health and safety standards and to participate in training activities necessary to their post.

4 The post holder may be required to wear a uniform and/or will present a professional image of Nottingham City Council at all times whilst on duty.

5 The post holder will be employed by the Nottingham City Libraries and may be asked to work at any library in Nottingham City including a change of base library with notice.

6 All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy, and Code of Conduct, in order to uphold Nottingham City Council standards in relation to the creation, management, storage, and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

7 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

8 Numbers and grades of any staff supervised by the post holder: up to 3 Grade C staff

supervised but not line managed.

9 Post holder's immediate supervisor: Libraries Business Manager

Prepared by/author: Kam Harte

Date: 13 January 2025

Job title: Libraries Business Manager

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Commitment to Public Library Service Values	Awareness of and commitment to providing an outstanding public library service		✓		✓	
	Awareness of the role public libraries play in supporting Council priorities, and the wider role that libraries play in improving the wellbeing and prosperity of the City.				✓	
Knowledge and technical skills	Strong IT skills, including using Microsoft Office packages e.g. Excel, Word and Outlook and experience of producing a range of work using these applications		✓	✓	✓	
	Experience of undertaking a range of office and administrative duties, being able to produce clear, accurate and concise information in appropriate formats including reports and presentations.		✓		✓	
	Ability to deliver high level office administration duties involved in the running of the service with good knowledge and application of office workflows and practices		✓		✓	
	Experience of developing, recording, maintaining and reporting from manual and computerised systems, appropriate for performance data management information and data analysis.		✓	✓	✓	
	Knowledge of budgetary, procurement processes and financial regulations.		✓			
Organisation, drive and initiative	Ability to work flexibly and with minimal supervision, planning and prioritising own and team workload.		✓		✓	
	Ability to work effectively under pressure and manage multiple priorities sensitively and diplomatically to tight deadlines.		✓		✓	
	Ability to work in a detailed and systematic manner.		✓		✓	

	Ability to deal with sensitive and confidential information.		✓			
	To have a critical thinking ability to identify and develop improvements		✓		✓	
	Good organisational skills, with the ability to efficiently manage the day-to-day workload of the team		✓		✓	
	Ability to approach problems and decisions in a structured manner, developing, creative and innovative solutions to meet customer and business need		✓		✓	
	Ability to train staff on office practices and systems		✓		✓	
Communication and Teamwork	Ability to supervise staff as required and willingness to take responsibility in the absence of the Libraries Business Manager.		✓		✓	
	Ability to work effectively on own initiative and as part of a team.		✓		✓	
	Strong interpersonal skills with an ability to support a culture of performance management and evidence-based decision making.		✓		✓	
	Experience of collaborating with colleagues across different teams to deliver customer-focussed outcomes and system improvements.		✓		✓	
	Excellent communicator, with a high level of written and verbal skills to all levels of colleagues and external stakeholders.		✓		✓	
	Ability to be diplomatic, approachable and sensitive to the needs of others.		✓		✓	
Work to promote mutual respect and good relations	Demonstrate a positive, constructive and fair attitude to both customers and colleagues.		✓		✓	
	Knowledge of the diverse needs of audiences with an awareness of the barriers that impact equality of access.		✓		✓	
	Ability and enthusiasm to work with diverse communities, engaging with internal and external customers from all ages, abilities and cultures.				✓	
Work Related Circumstances	Willingness to travel and work anywhere in the library network, including providing emergency cover as required.		✓			
	Under the Council policy, this role is defined as a hybrid worker and contracted hours are split between work base and remote working.		✓			

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence