



# Homes England

## Business Support Officer

Department	Cambridge Growth Company
Reports To	Head of Programme Management
Grade	BSO
Job Level	12
Location	Cambridge
JD Reference	C1705N
Direct Reports	None

### Job purpose

Homes England is looking for a new Business Support Officer. This role sits within the Cambridge Growth Company (CGC), a subsidiary of Homes England. Government has set out ambitious plans to grow the greater Cambridge economy and associated housing, which is critically important to UK Plc. Ensuring this growth happens within an urban exemplar of placemaking will be essential to existing and future residents.

The Business Support Officer role is an essential role in the organisation that provides efficient and proactive administrative support. You will help to facilitate the daily functions and operations, acting as a first point of contact for the team. You will support a dedicated team with the coordination of corporate tasks that relate to activities such as information management, recruitment and induction. You will also coordinate the daily affairs of the team's logistical needs in event planning, meetings and team communication.

The Business Support Officer provides direction and organisation for the team. You will demonstrate an ability to handle multiple priorities and apply excellent attention to detail in the work that you do. You will anticipate the needs of the team and show initiative in problem solving.

### Key Relationships

1. The role holder will establish and maintain relationships with members of the team and wider department.
2. Homes England place teams (within the MPP Directorate)
3. Ministry of Housing Communities and Local Government (MHCLG)
4. Support teams for our stakeholders across greater Cambridge
5. Local office contacts for Cambridge

### Key Accountabilities & Responsibilities

1. Act as the key point of contact and respond to basic queries, including being a key contact point for visitors to the office and providing office support to team members
2. Provide administrative support to the wider team
3. Facilitate meetings and coordinate agendas, taking minutes when required

4. Provide support through diary management and travel arrangements for managers
5. Support managers with the onboarding of new starters
6. Assist in the successful delivery of team/directorate events; taking responsibility for the logistics and themes
7. Maintain events or activity forward planners and calendars
8. Liaising with team members to gather information, and act as communication coordinator
9. Establish and maintain efficient office administration systems for the team, ensuring you make use of new technology and platforms
10. Identify and implement continuous improvement opportunities within the role and across the team

## Key Skills, Knowledge & Experience

1. Experience of supporting a multi-disciplinary team across a wide geographic area
2. Experience of establishing and maintaining efficient office administration systems for the team, ensuring you make use of new technology and platforms
3. Experience of producing high quality documents and presentations for senior leaders
4. Advanced digital skills, with knowledge and experience of a range of software applications, including Teams, SharePoint, Outlook, Word, Excel and PowerPoint.
5. Excellent organisation skills with ability to anticipate and show initiative
6. Excellent administration skills with good attention to detail
7. Excellent interpersonal skills
8. Effective time management skills and the ability to work at pace and with multiple priorities
9. Experience of working in central or local Government
10. Knowledge of local facilities management processes and procedures

## Key Performance Measures

1. Teams effectively supported to enable them to step away from day-to-day administration
2. Improved processes implemented to ensure increased efficiency
3. Positive feedback from stakeholders

## Values and key behaviours

