



ROLE DESCRIPTION

Job Title	Business Support Hub Officer
Salary Band	SCP 24-26
Reporting to	Business Support Hub Lead
Directorate	Resources
Service Area and sub area	Delivery and Assurance Unit
Team	Business Support Hub
Political Restriction	None

1. Primary Purpose of the Post
To provide support to the multiple Directors using extensive diary management, meeting preparation, action tracking duties and administration functions
2. Your responsibilities
• Coordinate and service key meetings including monthly Directors Forum and weekly director, supplier and project team meetings: prepare agendas, capture accurate minutes and track actions to completion. • Provide confident diary management for senior leaders, resolving clashes and sequencing priorities across multiple directors and teams. • Administer core systems used by the Hub including SharePoint, Teams and Outlook. Keep pages, templates and shared mailboxes up to date so colleagues can self-serve. • Arrange and approve travel and hospitality within policy for those you support. Book travel and venues, manage logistics and ensure value for money. • Maintain document governance: version control, controlled folders, meeting packs and action logs suitable for onward sharing. • Progress-chase information and contributions from directors and teams to meet report and meeting deadlines. • Support simple performance reporting by checking data for accuracy and producing short summaries that highlight issues or trends. • Raise purchase orders and track invoices as required. No budget-holding responsibility. • Support the Hub Lead with testing and implementing small improvements to tools, templates and processes. • Provide flexible cover for colleagues to maintain service levels, including occasional support for events.



3. General Corporate Responsibilities
- Continuously demonstrating the behaviours of LCR First, Respect and Action Focused. Regular dialogue and positive business relationship building with internal and external colleagues. - Sharing knowledge and information with others. - Building personal and departmental credibility. - Participating in work to continuously improve project delivery at the CA.
4. Recruitment Plan
Competency Based Interview Assessment

PERSON SPECIFICATION

Job Title: Business Support Hub Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
Educated to at least 5 GCSE or equivalent	E	A
Computer literate to a high standard, particularly in Outlook, Word, and PowerPoint	E	A
Ability to use Microsoft SharePoint	E	A
Project management qualification (APM, PRINCE2 certifications, MSP, PMBOK)	D	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience coordinating multiple demands / activities to timescales	E	A, I
Familiarity with using a variety of business support systems and software tools	E	A, I
Previous experience to coordinate daily business support requests, ensuring consistent service standards, timely delivery, and alignment with organisational priorities.	E	A, I
Experience providing general administrative support including managing correspondence, maintaining records, and supporting meetings through agenda preparation and minute-taking.	E	A, I
Experience of working in a confidential environment and working with highly sensitive data and information adhering to GDPR at all times	E	A, I
Proven experience of providing information in a professional and appropriate format to the target audience	D	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Ability to manage multiple tasks and priorities effectively, meet deadlines, and maintain attention to detail in a busy office environment.	E	A, I
Skilled in checking documents, data, and communications for accuracy, consistency, and completeness.	E	A, I
Ability to identify issues, use initiative to resolve routine problems, and escalate appropriately when needed.	E	A, I
High level of IT literacy, with proficiency in Microsoft Office Suite and other business management tools.	D	A, I
Strong interpersonal and communication skills, with	E	A, I

experience handling internal enquiries professionally and efficiently, both in person and via teams/email or phone.		
Self-planning and organising to ensure timelines are met and actions are tracked to achieve success measures	E	A, I

Personal Attributes	E = Essential D = Desirable	Identified By
To embody the LCRCA values of respect, action focused and LCR first.	E	A, I
Personal commitment to providing a high-quality service.	E	A, I
Enthusiastic and motivated to providing excellent customer care	E	A, I
Personal commitment to ongoing professional development.	E	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
An ability to demonstrate our core values, including a commitment to Equality, Diversity, and Inclusion	E	A, I
Experience of/ability to contribute to a high-performance culture	E	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment