Job Description

Job Title	Operations and Business Support Officer
Directorate	Neighbourhoods & Housing
Service Area	Culture Liverpool (City Halls)
Grade	6
Competency Level	1
Salary	£36,581 - £41,177
Job Type	Office Based
Location	Cunard / City Halls
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	

Job Purpose

The Operations and Business Support Officer will provide high-quality business administration and project coordination support to the Head of Operations portfolio (St George's Hall, Liverpool Town Hall, Croxteth Hall and Croxteth Country Park and major city events).

Acting as the central coordination point for a wide-ranging programme of civic, cultural, commercial and operational activity, the postholder will ensure projects,

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meetings, governance arrangements, stakeholder engagement and business processes are effectively organised, monitored and progressed.

The Operations and Business Support Officer will support the successful delivery of high-profile activities through exceptional organisation, attention to detail, performance reporting, stakeholder coordination and continuous process improvement, enabling senior managers to focus on strategic leadership and operational delivery.

Directly Responsible For:

Not applicable

Directly Responsible To:

Head of Operations, Culture Liverpool

Main Areas of Responsibility:

BUSINESS ADMINISTRATION AND PERFORMANCE SUPPORT

- Provide comprehensive operational, project coordination and business support to the Head of Operations, Culture Liverpool, acting as a central point of coordination across the City Halls, cultural venues and wider Culture Liverpool portfolio
- Manage the Head of Operations' inbox, correspondence, priorities and workflow, exercising sound judgement to coordinate actions, resolve competing demands and ensure effective delivery across operational, project and stakeholder activity
- Coordinate multiple projects, programmes and strategic initiatives simultaneously, maintaining oversight of actions, milestones, dependencies, risks, governance requirements and key decisions to ensure successful delivery
- Lead the administration and governance of complex projects and partnerships, maintaining accurate records, action logs, risk registers, reporting frameworks,

audit trails and performance information to support accountability, compliance and informed decision-making

- Organise and support meetings, boards, steering groups, charitable trusts, partnership forums and project working groups, including the preparation of agendas, reports, presentations and briefing materials, whilst ensuring actions and outcomes are effectively recorded and progressed
- Prepare high-quality reports, business cases, presentations, funding updates, performance reports, FOI responses and briefing papers for senior officers, elected members, trustees, commercial partners, grant funders and government stakeholders
- Develop, maintain and improve systems, processes and digital tools that support project delivery, information management, performance monitoring and service efficiency, promoting effective use of Microsoft 365 and other business systems
- Collate, analyse and present operational, financial and performance data to inform service planning, funding applications, business cases, strategic decision-making and reporting to internal and external stakeholders
- Support the planning and delivery of high-profile civic, cultural, commercial and city-wide activity, ensuring effective communication, coordination and information sharing between teams, venues, suppliers, partners and stakeholders
- Undertake research, service improvement activity, audits and reviews, identifying opportunities to enhance efficiency, strengthen governance and improve operational effectiveness, whilst providing flexible support across City Halls and Culture Liverpool to respond to emerging opportunities or priorities, major events and complex projects

Budget and Financial Responsibility:

- Support the Head of Operations in the monitoring and administration of budgets, funding allocations and programme expenditure across a diverse portfolio of operational, cultural and project activity

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- Maintain accurate financial records, budget monitoring information and expenditure trackers, ensuring compliance with Council financial regulations, governance requirements and best value principles
- Coordinate procurement, quotation, tender and contract administration processes in accordance with corporate policies and procedures
- Support the management and monitoring of grant-funded and externally funded projects, ensuring funding conditions, reporting requirements, milestones and deadlines are met
- Prepare financial reports, budget summaries and supporting documentation for senior managers, project boards, funders and other stakeholders, contributing to effective financial planning and decision-making
- Identify opportunities to improve efficiency, achieve value for money and maximise the impact of available resources across the service
- Take responsibility for the prudent management of resources within the scope of the role, contributing to the achievement of financial, operational and project delivery objectives

Stakeholder Management and Liaison:

- Act as a key point of contact between Culture Liverpool, City Halls, internal council services and a wide range of external stakeholders, developing and maintaining effective professional relationships that support the successful delivery of operational and strategic priorities
- Coordinate communications, information sharing and collaborative working across projects, partnerships and programmes, ensuring stakeholders are appropriately informed, engaged and aligned
- Prepare high-quality reports, presentations, briefing materials and correspondence to support stakeholder engagement, governance arrangements, partnership working and decision-making

- Represent the Head of Operations and other senior managers where appropriate, ensuring key messages, actions, decisions and outcomes are accurately communicated and progressed
- Support partnership working across the City's cultural, civic, commercial and community sectors, helping to facilitate the successful delivery of projects, programmes, events and strategic initiatives
- Coordinate arrangements for high-profile visits, inspections, board meetings, stakeholder events and strategic discussions, maintaining a professional, customer-focused approach and ensuring a consistently high standard of service and communication

Supervision and Management Responsibility:

- Whilst the role has no direct line management responsibility, the postholder will coordinate and oversee designated workstreams, project activities and business support processes to ensure effective delivery
- Provide guidance and support to colleagues in relation to project administration, governance, reporting requirements and information management, promoting consistency and best practice across the service
- Coordinate and monitor the activities of contractors, consultants, temporary staff and external suppliers where required, supporting their effective induction, deployment and contribution to project delivery

Social Value Responsibility:

- Support the delivery of projects and programmes that generate positive social, economic, environmental and cultural outcomes for the city and its communities
- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

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Physical Demands of the Job:

- The role is primarily office-based, involving extensive use of digital systems and Microsoft 365, with occasional working across City Halls venues and other Liverpool locations to support projects, events and operational activity
- The postholder will work in a fast-paced environment, managing multiple priorities and responding flexibly to changing business needs across Culture Liverpool and the City Halls portfolio
- Whilst predominantly administrative in nature, the role will require occasional practical support for civic, cultural, commercial and council events, assisting with the facilitation, coordination and delivery of activity during busy periods
- A flexible approach is required, including occasional evening, weekend and bank holiday working to support major events, civic functions and operational requirements
- The postholder will be expected to undertake relevant training and professional development and perform other duties commensurate with the grade of the post

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and the strategic objectives of Neighbourhoods and Housing, Culture Liverpool and City Halls
- Deliver and promote excellent customer service, ensuring a positive experience for internal and external stakeholders
- Demonstrate Liverpool City Council's values and behaviours at all times, acting as a professional ambassador for the organisation
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- Support a culture of continuous improvement through innovation, collaboration and the effective use of digital technology
- Contribute to making Liverpool City Council a great place to work by supporting colleagues, embracing innovation and sharing best practice

Other Responsibility:

- Contribute to the achievement of Culture Liverpool and City Halls objectives, supporting the delivery of excellent services, sustainable income generation and efficient use of resources
- Demonstrate a flexible and collaborative approach, including occasional evening, weekend and bank holiday working where required to support priority projects, events and operational activity
- Act as a positive ambassador for Culture Liverpool and the City Halls, maintaining high standards of professionalism, communication and customer service when working with colleagues, partners, stakeholders and visitors
- Foster positive working relationships and contribute to a supportive, inclusive and high-performing team culture
- Be prepared to work across City Halls venues and other Liverpool locations, undertaking duties commensurate with the grade of the post.

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Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level; **1**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to A-Level standard or equivalent, or able to demonstrate significant relevant experience in a business support, operational support, executive support or administrative role supporting senior management within a complex organisation (A,I)
- Highly proficient in Microsoft 365 applications, including Outlook, Word, Excel, PowerPoint, Teams and SharePoint, with the ability to utilise digital tools to improve efficiency, collaboration and reporting (A,I)
- Commitment to continuous professional development (A,I)

Desirable

- Qualification in Business Administration, Management, Project Support or a related discipline

Experience

Essential

- Significant experience of providing high-level business, operational and administrative support to a senior manager or senior leadership team within a fast-paced and complex environment, demonstrating the ability to manage competing, conflicting and emerging priorities whilst exercising sound judgement and initiative (A,I)

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- Experience of coordinating complex programmes, projects, operational activity and business priorities on behalf of senior management, including planning, stakeholder engagement, governance, monitoring progress, tracking actions and supporting successful delivery against organisational objectives (A,I)
- Experience of managing senior management business functions, including diary and inbox management, meeting coordination, correspondence, briefing materials, presentations and reports, ensuring priorities, commitments and actions are effectively managed and progressed (A,I)
- Experience of establishing and maintaining effective systems, processes, governance arrangements and performance reporting mechanisms, including the analysis and presentation of information to support decision-making, accountability and service improvement (A,I)
- Experience of building effective relationships with internal and external stakeholders at all levels, acting as a trusted point of contact and representing senior management where appropriate whilst handling confidential, sensitive and politically significant information with professionalism and discretion (A,I)

Desirable

- Experience of supporting services within culture, events, tourism, hospitality or visitor economy environments
- Experience of working within local government, the public sector or another large and complex organisation
- Experience of supporting formal governance processes, boards, steering groups or programme management arrangements

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Skills/Abilities

Essential

- Exceptional organisational, planning and coordination skills, with the ability to manage complex workloads, multiple priorities and rapidly changing demands whilst maintaining attention to detail and delivering to deadlines (A,I)
- Excellent communication and interpersonal skills, with the ability to build credibility and maintain positive professional relationships with colleagues, partners and stakeholders at all levels, including senior leaders and external organisations (A,I)
- Highly developed written, analytical and problem-solving skills, with the ability to interpret information, exercise sound judgement and produce high-quality reports, briefings, presentations and correspondence with minimal supervision (A,I)
- Ability to work proactively and independently, anticipating requirements, identifying solutions, managing sensitive situations and taking appropriate action on behalf of senior management (A,I)
- Ability to establish effective systems, processes and controls that support service delivery, operational efficiency, governance and performance management (A,I)
- Ability to remain resilient, adaptable and professional when working under pressure, responding effectively to urgent issues, emerging priorities and changing organisational demands (A,I)
- Demonstrates integrity, professionalism and personal credibility, acting as a trusted representative of the service and the Council (A,I)

Desirable

- Understanding of governance, committee and decision-making processes within a large organisation
- Knowledge of the culture, tourism, events, hospitality or visitor economy sectors

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

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