

<b>Job Title:</b>	Business Support Officer		
<b>Post Reference</b>		<b>Temporary/Permanent</b>	Permanent
<b>Grade:</b>	4	Hours:	37
<b>Reports to:</b>	Executive Services Manager		
<b>Line Management responsibilities:</b> (Direct and Indirect)	None		
<b>Directorate/ department:</b>	Corporate Services, Support Services		
<b>Location:</b>	Newsham Court		
<b>Politically Restricted</b>	<b>Yes</b> <input checked="" type="checkbox"/>	<b>No</b> <input type="checkbox"/>	
<b>Level of DBS Check Required</b>	<input checked="" type="checkbox"/> <b>Standard</b> <input type="checkbox"/> <b>Enhanced</b> <input type="checkbox"/> <b>Enhanced (with barred Child)</b> <input type="checkbox"/> <b>Enhanced (with barred Adult)</b>		
<b>Safeguarding Level Required</b>	<input checked="" type="checkbox"/> <b>Level 1</b> <input type="checkbox"/> <b>Level 2</b>		

**Main Purpose of the Job:**

As part of Corporate Services, the Business Support Officer will be responsible for providing strategic support to the Senior Leadership Team (SLT), Directorates through an assigned portfolio of work. Officers will support the Democratic Services Officer as part of resilience in the planning and preparation of Fire Authority, Committee meetings and governance assistance for Elected Councillors.

The postholder will be expected to work flexibly across a range of priorities, adapting to organisational needs as they arise. They will deliver their responsibilities with diligence and attention to detail, ensuring a consistently professional standard of service and representing the organisation and its leaders effectively at all times. They will be required to maintain confidentiality and discretion when handling sensitive data and information as required.

The postholder will provide dedicated support to assigned members of the Senior Leadership Team and will be responsible for providing a strategic business support function.

The postholder will be expected to demonstrate a broad understanding of the full range of responsibilities within the team, ensuring they can provide flexible support across all areas

as required. This generalist knowledge will enable them to contribute effectively to team priorities, adapt to emerging demands and provide resilience across the service.

Alongside this wider knowledge, the post holder will be involved (subject to business need, but not limited to) Project Support, report writing, HR hearing minute taking, democratic support and event management. The postholder will be required to provide support across all of the functions as and when required.

Including the postholder, they will work as part of a team of four Business Support Officers, four Business Support Assistants, one Democratic Support Officer and one Apprentice together providing business support to wider RBFRS service areas, in agreement with Executive Services Manager.

The post holder will be focused on delivering a high-quality service focused on the customer.

Typical responsibilities within functions within Corporate Services may include (but are not limited to):

## **Project Support**

- Using the RBFRS project process, contribute to the planning, coordination, and delivery of projects within agreed timescales.
- Assist with the preparation of project documentation such as plans, risk logs, and progress updates.
- Support colleagues and managers by tracking tasks/actions and highlighting issues or delays.

## **Report Writing**

- Draft and format reports, briefing notes, and supporting documents for a variety of audiences.
- Collate and present information from different sources to inform decision-making.
- Ensure documents are accurate, clear, and aligned with service standards.

## **HR Hearing Minute Taking**

- Attend HR-related hearings and meetings to produce accurate and impartial minutes.
- Maintain confidentiality and handle sensitive information appropriately.
- Provide timely records to support fair and transparent processes.

## **Event Management**

- Assist with the planning and coordination of internal and external events.
- Support logistics such as venue arrangements, communications, and on-the-day organisation.

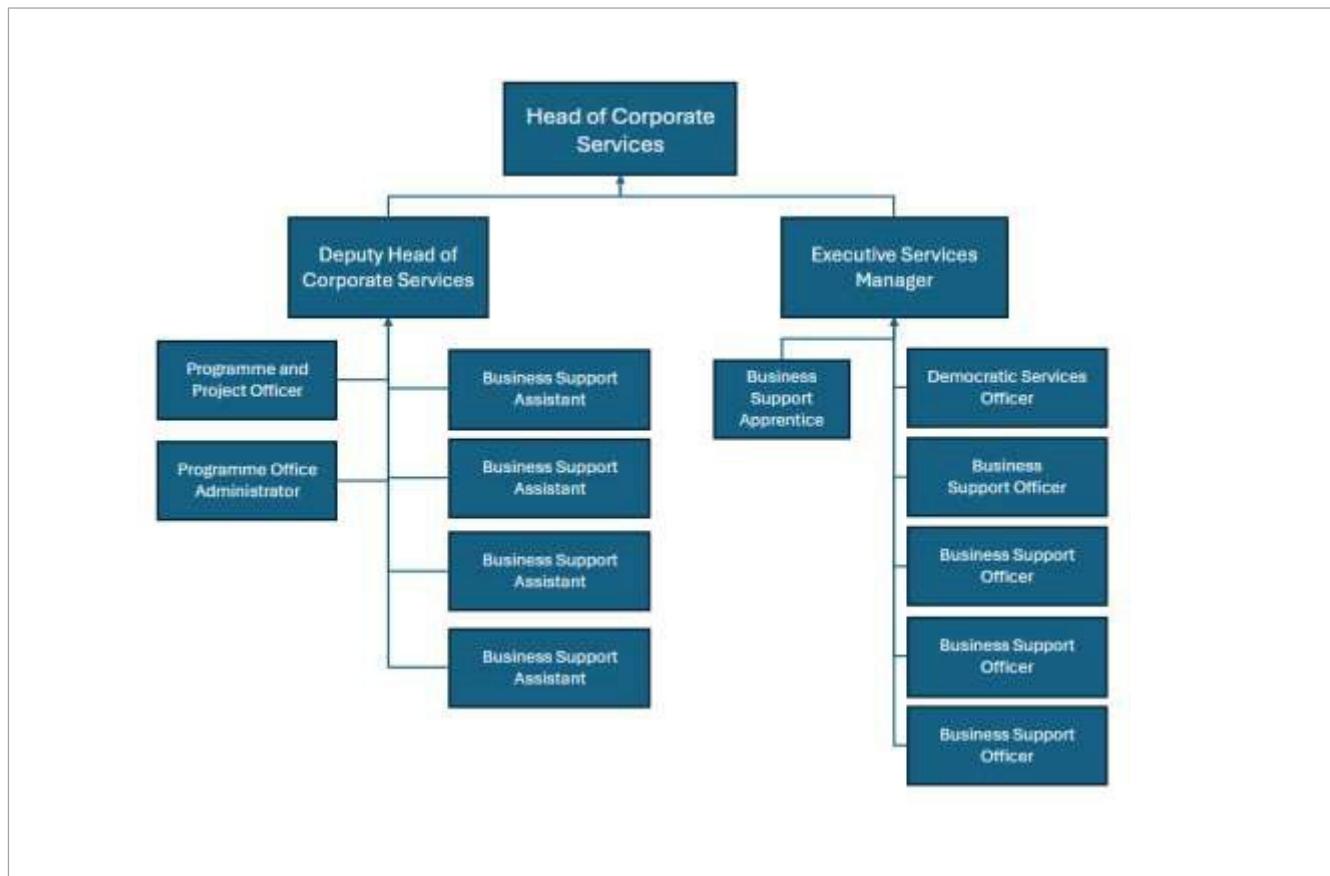
- Help to monitor resources and ensure events run smoothly to agreed standards.

### **Democratic Support**

- To provide resilience for the Democratic Services Officer (as and when required) by carrying out the following governance arrangements:
- Provide business support for the Fire Authority and its Members, ensuring that democratic functions are carried out efficiently and effectively and statutory deadlines are met.
- Responsible for the quality for the distribution of agendas, papers, and records in line with statutory requirements.
- Assist with the administration of committees, panels, or governance meetings.
- Act as a point of contact for members and stakeholders, helping to respond to queries and requests.
- To be responsible for the preparation of Fire Authority and Committee agenda packs to required standards.
- To support the Committee meeting process by preparing management and committee reports and by ensuring reports within your assigned SLT area are quality checked and formatted prior to submission.

Due to the involvement with Elected Members this post is politically restricted under Part 1 of the Local Government and Housing Act 1989

## Organisational Structure



### Key responsibilities and Deliverables:

- Provide effective support to the Senior Leadership Team to include an awareness of work programmes and associated deadlines. Ensuring day to day diary management, arranging both internal and external appointments and engagement with national and local organisations and key stakeholders.
- To take responsibility for specified areas of business support and develop and maintain an understanding of those specified areas, and any associated systems.
- Support the training and development of other members of the Business Support Team on areas of specific responsibility to ensure wider development of team.
- Lead on areas of work as allocated by SLT including project support activities as required to support SLT, coordinating actions, undertaking research, monitoring progress and ensuring deadlines are met in order to provide the necessary professional service.
- Ensure SLT are adequately prepared and briefed for specific meetings and events.

- Undertake budget monitoring in support of SLT and within relevant areas of the organisation, adhering to policies around budget management.
- Undertake analysis and research on specific issues.
- Prepare and draft responses to correspondence, complaints, Freedom of Information requests, corporate requests for information and local and national matters of public, governmental and national interest.
- To lead on the organisation and successful delivery of specific events and visits with VIPs and chief executives or equivalents of partnership agencies as required.
- Undertake systems-based work through data entry, data interrogation and data assurance.
- Liaise with senior local and central government officers, politicians, community representatives and private and voluntary sector organisation representatives.
- Act as a central point of contact for Fire Authority members.
- Ensure confidentiality, professional integrity and discretion is maintained at all times.
- Ensure working practices of Business Support and Democratic Services Team adhere to RBFRS policies.
- To promote a strong customer focus within the team and the organisation as a whole.
- To minute meetings or take action and decision log notes to ensure decisions taken by the Fire Authority, SLT and / or any other governance meeting are communicated clearly and effectively
- To monitor, quality check and participate, as appropriate, in the production of all papers so as to ensure dispatch within statutory or other agreed timescales.
- Operate in a highly political and sensitive environment and champion political awareness.
- Contribute to the maintenance and development of a range of business processes, procedures and systems and support continuous improvement.

**Personal Specification**

<b>Qualifications and training</b>	On recruitment	After Training
Educated to 'A' level, or equivalent experience.	✓	
<b>Knowledge, skills and experience</b>	On recruitment	After Training
Knowledge related to relevant RBFSS policies and procedures including those relating to data protection and confidentiality	✓	
Experience of working in a multi-disciplinary team delivering a plan of work with competing priorities	✓	
Significant experience of working in an office environment, providing a business support function	✓	
Experience of providing senior management support	✓	
Experience of system and database management including data entry, data interrogation and data assurance	✓	
Ability to make decisions within own area of responsibility, demonstrating strategic thinking skills	✓	
Ability to identify possible causes of problems and implement solutions to minimise future occurrence	✓	
Ability to effectively cope with conflicting and complex demands	✓	
Ability to prioritise and ensure timely delivery of quality outcomes/projects	✓	
Ability to communicate effectively verbally with high level of interpersonal skills	✓	
Ability to communicate to a high standard in writing producing documents in range of formats to suit a range of audiences including report writing and minute taking	✓	
High levels of political awareness and sensitivity		✓
Able to exercise judgement in dealing with all enquiries at senior management level	✓	
High level of IT skills, using full Microsoft package	✓	
Able to attend venues in a variety of locations and to attend evening meetings and events as required	✓	
Public sector experience		✓
Experience of project support	✓	
Experience of budget monitoring		✓
Experience of supporting Democratic Services and working with Elected Members		✓

**Other Requirements**

Ability to travel to other locations within the county of Berkshire.

Flexible approach to working hours and attendance and ability to attend meetings out of hours on occasion.

**RBFRS Behaviours**

The Behavioural Competency Framework outlines the standards that we already hold ourselves to and sets out the behaviours that are associated with our core values. These have been divided into three levels in the organisation based on the role an individual is performing - Leading Self, Leading Others and Leading the Service.

This level this role operates is **Leading Yourself**

**Leading Yourself (Behaviours for Everyone)**

<b>Safe</b>	We are a service where our health, safety and wellbeing is a shared responsibility. Speaking up, looking out for each other, and holding high standards are how we keep our people and communities safe.
<b>Supportive</b>	We are a service where support isn't just about words, it's about action. Looking out for each other, sharing knowledge, and working together make us stronger.
<b>Inclusive</b>	We are a service where inclusion is a shared responsibility. It's not about making everyone the same, it's about making sure everyone feels like they belong, is treated fairly and has a voice. Inclusion happens through everyday actions, not just policies.

**Leading Others (Behaviours for those who Manage/Influence Others)**

<b>Safe</b>	We set the tone for a safe and professional environment. Whether we lead a team directly or influence others across the service, we create an environment where people feel confident speaking up, take responsibility, and support each other to maintain a working environment that feels safe for all.
<b>Supportive</b>	We create a working environment where people feel supported practically, emotionally and in their development. Whether leading a team or influencing others, we create supportive places and encourage personal and professional development.
<b>Inclusive</b>	We create a working environment where everyone is valued, respected, and able to contribute. Inclusion isn't just about policies, it's about what we do every day. We take responsibility for leading in a way that lets people know they belong.

**Leading the Service (Behaviours for those in Senior Management Positions)**

<b>Safe</b>	The way we lead, the decisions we make, and the culture we shape, result in everyone feeling safe to do their best work. Safety isn't just about policies and procedures; it's about building trust and the confidence to speak up and act.
<b>Supportive</b>	We lead in a way that strengthens our service for the long term, supporting our workforce and the communities we serve. How we lead shapes the conditions for people to thrive and the impact we have beyond our own teams.
<b>Inclusive</b>	As senior leaders, we set the standard and remove the barriers. People's experience of our service is shaped at the top. The way we lead determines whether inclusion is something people feel in their day-to-day, or just something we talk about. It's our job to make sure it's real, measurable, and built into how we operate.

<b>Profile prepared by:</b>	Annie Pratt, Head of Corporate Services		
<b>Approved by:</b>	Nikki Richards, Director of Corporate Services		
<b>Profile Effective from:</b>	1 November 2025	<b>Last reviewed:</b>	17 October 2025
<b>Post holder name</b>		<b>Signature</b>	
		<b>Date</b>	