

Post Specification

Date	May 2025
Post Group Number	8557
Post Title	Business Support Programmes Officer
Job Family	Organisational Support
Job Family Role Profile	OS9
Final Grade	9

To be read in conjunction with the job family role profile

Service Area description	
The Business Support team operates programmes to support economic growth in businesses across Cumbria, through the delivery of 1-1 support and advice and the provision of workshops to assist business owners and senior managers to improve business productivity. The service area procures and manages experienced external advisors to deliver business assistance through advice and signposting.	
Purpose of this post	
To ensure high quality delivery of activities ensuring business satisfaction and achievement of programme targets.	
Key job specific accountabilities	
<ol style="list-style-type: none"> 1. Support the management of supplier relationships to ensure quality of delivery and the achievement of targets. 2. Manage all data relating to the programmes. 3. Lead on workshop delivery, securing speakers and ensuring events are well attended, hosting events as required. 4. Co-ordinate Discovery sessions with partners, via online meetings and events, hosting when required. 5. Produce reports on programmes activity for managers and committees / Boards. 6. Prepare and manage compliant funding claims including monitoring reports on delivery for each district area and draw down contributions from funding partners. 7. Ensure programme processes, systems and project documentation are reviewed and refined to meet the quality, compliance & reporting requirements of the programme. 8. Support the wider work of the Boost Programme Team and Business Growth Service contributing to continuous improvement of services and better coordination of systems and processes. 	
Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> • None
Essential Criteria - Qualifications, knowledge, experience and expertise	

- Experience of co-ordinating provision of business support activities across multiple providers
- Experience of monitoring delivery outputs and outcomes and maintaining the associated supplier relationships.
- Experience of managing finance activities to keep budgets on track.
- Experience of developing, implementing and monitoring policies.
- ICT literate.
- Experience of MS office software especially word and excel.
- Customer service experience and dealing with stakeholders.
- Proven experience of maintaining accurate records and working to deadlines.
- Proven experience of prioritising own work load.
- Ability to travel.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • NONE
Physical Demands	<ul style="list-style-type: none"> • NONE
Working Conditions	<ul style="list-style-type: none"> • NONE
Other Factors	