



TRINITY HOUSE

ROLE PROFILE

BUSINESS SUPPORT OFFICER – OPERATIONAL PLANNING

JOB PURPOSE

To support the Planning team through the provision of business, administrative and management support to ensure the efficient and coordinated operation of the department

KEY RESPONSIBILITIES	Business support	<ul style="list-style-type: none">▪ Office manage the Planning Centre to ensure continuity of 24/7/365 operation▪ Support the Planning team in the efficient management and coordination of maritime and aviation resources▪ Assist in the preparation of operational performance data and reports for internal and external stakeholders▪ Organise and coordinate routine departmental team meetings and events and maintain and ensure the progression of relevant action plans▪ Organise and provide administrative support to monthly and annual Planning meetings▪ Administer Trinity House aspects of the tri-GLA Coordinated Fleet Management Group▪ Administer the practical arrangements for the annual Visiting Committees▪ Coordinate the procurement of departmental subscription services and operational supplies▪ Liaise with the Commercial Services Administrator to ensure integrated and consistent departmental support and administration
	Management support	<ul style="list-style-type: none">▪ Collate and review Planning and Commercial monthly Executive and Board reports for submission to the Head of Planning and Commercial▪ Coordinate inter-departmental commitments and requests for Planning support as required▪ Support to the delivery of operational and management projects as necessary▪ Administer the Planning aspects of the Annual Planning Cycle

		<ul style="list-style-type: none"> ▪ Administer departmental risk registers and coordinate health and safety related activities ▪ Oversee the planning departmental training requirements and the scheduling of appraisal/performance review meetings ▪ Undertake additional tasks and responsibilities as assigned or necessary, within the scope of the role
	Financial management	<ul style="list-style-type: none"> ▪ Prepare annual budgets for Planning in consultation with departmental managers and team leaders ▪ Track, report on and manage Planning expenditure and overall financial performance, accounting for any variance
	Aid to Navigation monitoring support	<ul style="list-style-type: none"> ▪ Maintain close liaison with and assist the Operations Officer Team Leader on matters pertaining to the 24/7/365 operation of the Planning Centre ▪ Act as Secretary to the inter-General Lighthouse Authority Monitoring Task Group ▪ Provide day-to-day support for the Operations Officers in monitoring the status and performance of AtoN, including those of other GLAs and commercial customers ▪ Support the implementation of the Business Continuity Plan in the event of an incident or disruptive event ▪ Maintain and administer Planning departmental procedures and manuals ▪ Coordinate arrangements for visits, including VIP, to the Planning Centre
ENTRY REQUIREMENTS	Skills and experience	<ul style="list-style-type: none"> ▪ Good IT skills, including Microsoft Office Products. ▪ Excellent administration and organisational skills. ▪ Good written communication skills, including report-writing skills. ▪ Well-developed financial and budget management skills
	Qualifications	<ul style="list-style-type: none"> ▪ Five level 2 qualifications including English and Mathematics (ideally holding a level 2 qualification in business administration) or relevant experience.
	Professional Competencies (Business Administration Apprenticeship Standards)	<ul style="list-style-type: none"> ▪ IT ▪ Record and document production ▪ Decision-making ▪ Interpersonal skills ▪ Communications ▪ Quality ▪ Planning and organisation ▪ Project management