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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Business Support Assistant (Legal & Enforcement Services) | **POST NUMBER:** 1100DFS |
| **REPORTS TO:**  | Business Support Officer |
| **DEPARTMENT:** Business Support Service – Customer & Business Support Services (CBSS) | GRADE: 5 |
| **JE REF:** | 3425B00694 | PANEL DATE: | 20/01/2015 |
| 1. | **MAIN PURPOSE OF JOB** Working within an agreed set of priorities and standard operating procedures, provide legal and enforcement business support across a variety of services to allow the services to function effectively in their roles and to ensure full communication between staff and other agencies. To act as ‘super user’ on bespoke systems supporting services associated with the allotted area of responsibility.  |
| 2. | **CORE RESPONSIBILITIES, TASKS & DUTIES** |
| i | To assist in the production and collation of standard letters, documents, reports and legal documents to court standards within written guidance. |
| ii | Respond to internal and external queries and complaints, providing information, advice and guidance in line with standard operating procedures. |
| iii | To update and maintain administrative systems, both computerised and manual to ensure appropriate documentation is available to support legal processes. |
| iv | To record, and maintain information on bespoke council systems within the allotted area of responsibility, producing management information reports as required, guided by the Service Level Agreement.  |
| v | Responsible for paper based and electronic filing, and to classify, retrieve, scan, index and destroy records.. |
| vi | To assist in the collation and the preparation of information and documentation required for legal purposes, such as witness statements, and appear in court as required to support enforcement activity. |
| vii | Process payments to experts, courts, witnesses, the coroner and others as required and undertake cash reconciliation.  |
| viii | To carry out external site visits to locations across the city to assess the legibility of parking restrictions. |
| ix | Act as ‘super user’ for a variety of council systems related to the areas of allotted responsibility including for example, Norwel, developing, testing and implementing new releases and developing user documentation and training others for instance. |
| x | To undertake general administrative duties associated with the tasks within the allotted area of responsibility. |
| xi | To provide ‘on the job’ training to others in supporting the transferring of skills, knowledge and experience across the Business Support team.  |
| xii | To undertake training as appropriate to ensure the business needs set out in Service Level Agreements can be met by the function. |
| xiii | Maintain a high level of customer care at all times, acting with integrity and respecting council policies and procedures in relation to, for example, staff conduct and confidentiality.  |
| xiv | To contribute to the development and continuous improvement of processes, systems and procedures employed by Business Support, including providing cover as appropriate. |
| **3.** | **SUPERVISION/MANAGEMENT OF PEOPLE*** No reporting staff.
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| **4.** | **CREATIVITY & INNOVATION** * The post holder will be subject to supervision and procedural guidelines, though will need to think creatively when contributing to the development and continuous improvement of administrative systems.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal*** Daily contact with operational and professional officers within all Directorates and associated service areas/teams in the delivery of service requirements guided by the Service Level Agreements.
* Daily contact with supervisors and colleagues, across the areas of responsibility, calling for the exchange of information orally, in writing or electronically where tact and discretion may be required.
* Some contact with I.C.T and Systems Support teams to resolve issues as they arise.

**External*** Daily contact with customers to respond to requests for general information, queries and complaints.
* Daily contact with suppliers and contractors for ordering, delivery and payment of goods and services, and to secure the best possible price.
* Some contact with Government Departments and organisations (including regulatory bodies and parish councils) on operational matters.
* Contact with the Police regarding summons and searches on previous convictions
* Contact with the Traffic Enforcement Centre in relation to witness Statements/ Debt registrations/ Bailiff contact/ re-registrations of debt / Warrant registrations.
* Contact with courts, solicitors, bailiffs, visitors, private businesses, suppliers and agencies on operational matters.
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| **6.** | **DECISIONS – Discretion and consequences*** The post holder is required to carry out business support associated with the allotted area of responsibility, the majority of which will be covered by available guidance and/or training, and overseen by a Business Support Officer. However, the post holder is required to undertake a range of activities that are guided by legislative requirements, the misinterpretation of which could lead to official complaints and appeals processes/ may lead to compensation and/or legal cases/ financial impact/damages
* The post holder will also be required to action non-complex customer enquiries and requests, provide advice and guidance to a range of stakeholders. The consequence of providing poor quality information could lead to complaints.
* The post holder will be required to input data/information received, and follow procedures and processes in support of this. Data quality and attention to detail is important in ensuring the accurate processing of information to support a range of business processes. The consequences of inputting inaccurate data lead to additional resources required to cleanse and ‘fix’ data anomalies through the quality assurance process.
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| **7.** | **RESOURCES – financial & equipment***(Not budget and not including desktop equipment.)* Description Value Processing cheque & card payments from customers up to £1000PPE may be required (minimal) |
| **8.** | **WORK ENVIRONMENT** Work demands* All of the tasks will need to be carried out within the expectations set out in service level agreements, which may involve working to deadlines and supporting the achievement of targets.
* The post holder will be required to respond to unplanned work and competing demands.

Physical demands* Normal office environment, but a minimal number of post holders will be, occasionally required to lift and carry files up and down stairs, and use a wheeled trolley when transferring documents to court.

Working conditions* Normal office environment.
* Some external visits which may include the wearing of personal protective equipment (Guildhall only – hardhat required).

Work context* Normal office environment.
* When dealing with licenses and enforcement activity, may come into contact with customers who could be potentially verbally abusive either over the phone or face to face.
* The post holder will be expected to maintain a high degree of confidentiality whilst accessing sensitive information.
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| **9** | KNOWLEDGE & SKILLS* Educated to GCSE level or higher, (min. Maths and English to Grade C or higher).
* Experience in dealing with customers.
* High degree of computer literacy and experience of working with information technology in an office based environment (word processing, bespoke databases, spreadsheets).
* Proof reading to a very high standard.
* Numerate with experience of handling and accounting for cash.
* Experience of working within an audited quality management system.
* An advanced level of Microsoft Word is needed for the development of templates, including an understanding of working with Word field codes to automate document production.
* An in-depth understanding of legal processes, terms, documents and deadlines, along with technical IT knowledge and analytical skills is required in the design, development and maintenance of workflows, templates, bundle structures and user defined screens.
* Knowledge of data retention guidelines, and understanding of how these are applied to physical and IT records.
* Ability to interpret and apply a wide range of legislative requirements within a regulated environment.
* Ability to work flexibly in order to meet deadlines.
* Effective interpersonal and communication skills, both written and oral, including tact and diplomacy when dealing with customer queries.
* Experience in scanning and indexing documents.
* Adaptable and responsive to change with the ability to make suggestions on how to improve processes/ways of working.
* Ability to work effectively within a team as well as on own initiative.
* Organisational skills, including time and task management
* Ability to provide on the job training to others, transferring skills and knowledge as appropriate.

*The post holder may require police (pnn) clearance, basic security checks (BBSS) and will have access to secure email facilities.* |
| **10.** | **POSITION OF JOB IN ORGANISATION STRUCTURE**Head of Business Support ServicesPrincipal Business Support OfficerBusiness Support Officer**This Job: Business Support Assistant** |