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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Business Support Assistant  | **POST NUMBER:**  |
| **REPORTS TO:** | Business Support Operations Manager |
| **DEPARTMENT:** Business Support  | GRADE: 5 |
| **JE REF:** | 0011 0422 | PANEL DATE: | 12/04/2022 |
| 1. | **MAIN PURPOSE OF JOB**To provide high level of administrative Support to a variety of Council services, ensuring priorities within agreed service agreements are followed.To act as a central point of contact for internal colleagues, partners, suppliers and customers, assisting in resolving complex queries and providing accurate service related information.  Delivering technical and responsive administrative support to a variety of Council Services and contributing to the development of a range of ongoing Business Support Service led initiatives and objectives.Maintain and update information in commissioned systems to support effective governance and information security. |
| 2. | **CORE RESPONSIBILITIES, TASKS & DUTIES** |
| i | To act as first point of contact and deal with queries, both written and verbal, including face to face, with a variety of stakeholders, providing information and guidance, within a regulated framework. |
| ii | To receive, record and respond to incoming correspondence, forms and notifications, retrieving other relevant documentation when required, including updating records, and uploading documents on electronic systems. |
| iii | Responsible for paper based and electronic filing, and to classify, retrieve, scan, index and destroy records |
| iv | To support managerial and professional members of staff in the gathering and collation of information and the production of reports and other documents. |
| V | Respond to more complex enquiries and tasks both manually and on bespoke systems. |
| vi | Process payments as guided by the Service Level Agreement and standard operating procedures and administer fee systems, including the negotiation of any fees payable by customers. |
| vii | Running and producing relevant control reports and statutory returns to a prescribed deadline to avoid monetary fines. |
| viii | Act as ‘super user’ for a variety of council systems related to the areas of allotted responsibility. Developing, testing and implementing new releases and assist the Business Support Operations Manager to produce guidance and training manuals |
| ix | Provide training and support to Business Support staff, CYC staff and managers. Provide ‘on the job’ training to Business Support staff in supporting the transferring of skills, knowledge and experience across the team. |
| X | To arrange meetings, within statutory guidelines, completing referral forms where relevant etc, liaising with other members of staff and/ or others external to the Council. |
| xi | To be responsible for the production of high quality and accurate minutes, disseminating the appropriate documentation and decisions to attendees, including regulatory bodies and recording minutes and outcomes onto various council systems in line with statutory procedures and guidance  |
| xii | To follow file management procedures, ensuring proper retention, storage, retrieval and maintenance, and, if authorised, destruction of files (paper and electronic) and related documents, including highly personal and confidential information, ensuring prompt retrieval as required, and ensuring that tracking and secure information exchange processes are developed and adhered to. |
| xiii | Undertake administration in relation to the Council’s financial systems, including the raising of purchase orders, processing of invoices on the Council’s P2P system and recording petty cash for example, in line with the Council’s financial regulations. |
| xiv | To support the teams within the allotted areas of responsibility in monitoring, developing and implementing existing processes and procedures, and identifying and developing new methods and processes to improve the delivery of the service. |
| xv | To input data, maintain records and carry out initial checks on a variety of Council systems and produce management information reports, guided by the service level agreement. |
| xvi | May be required to support special projects/assignments under the direction of the Business Support Manager. |
| xvii | To undertake training as appropriate to ensure the business needs set out in Service Level Agreements can be met by the function. |
| xviii | 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.  |
| xix | To contribute to the development and continuous improvement of processes, systems and procedures employed by Business Support, including providing cover as appropriate. |
| xx | Ensuring web pages, social media and other digital platforms are maintained in relation to a range of services within the allotted area of responsibility. |
| xi | To assist in the commissioning of services, to ensure the best use of resources, maintaining accurate and up-to-date records of these and liaising with finance and external agencies to resolve any queries |
| **3.** | **SUPERVISION/MANAGEMENT OF PEOPLE*** No. reporting - Direct: None Indirect: None
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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.
* Be able to communicate clearly, concisely and effectively using a range of communication methods (eg: email, phone, face to face) with colleagues, customers and stakeholders.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal** * The post holder will work with colleagues in Business Support to ensure administration processes and deadlines are adhered to.
* Contact with employees regarding more in depth issues passed from the Business Support Assistants over more complex queries.
* Daily contact with colleagues and Service Managers across a range of council services within the area of responsibility.

**External** * Daily contact with customers to respond to requests for general information, queries and complaints.
* Daily contact with suppliers and contractors to commission services and/or for payment of goods and services.
* Some contact with Government Departments and organisations on operational matters in response to queries for information.
* Contact with the general public, businesses and other agencies, responding to requests for information.
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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 Operations Manager. The post holder is required to undertake a range of activities that are guided by legislative requirements, and/or council policy, 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 have the knowledge to respond and answer day to day operational issues including complex customer enquiries without reference to the Operations Manager.
* The post holder will respond to high volume of process data/information, 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**Description Value* Processing of Cheques, card payments using

Credit /debit cards, up to £5000 per day.* Process orders using Council Credit Card
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| **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.

**Working conditions** * Normal office environment

**Work context*** Ability to handle queries of a varying nature, occassionally deal with difficult customers, with the ability to remain professional and positive to resolve the customer’s query.
* 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 equivalent) or higher, (min. Maths and English to Grade C or higher).
* Experience in dealing with customers using a range of methods, email, phone and face to face.
* Experience of working within Administration based roles
* High degree of computer literacy and experience of working with information technology in an office based environment (word processing, databases, spreadsheets), sufficient to provide high-quality, accurate documents and management information.
* Ability to understand, interpret and implement data retention policies
* Good numerical ability
* Ability to interpret and apply a wide range of legislative requirements within a regulated environment.
* Adaptable and responsive to change with the ability to make suggestions on how to improve processes/ways of working.
* 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.
* Ability to work effectively within a team as well as on own initiative.
* Ability to plan, prioritise and work to deadlines.
* Ability to provide on the job training to others, transferring skills and knowledge as appropriate.
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| **10.** | **POSITION OF JOB IN ORGANISATION STRUCTURE**Head of Business Support ServicesBusiness Support ManagerBusiness Support Operations Manager**This Job: Business Support Assistant** |