

<b>Designation:</b>	<b>Business Support Assistant (Fixed Term Contract)</b>
<b>Grade:</b>	<b>Stroud 2</b>
<b>Hours:</b>	<b>37hrs pw</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To provide administrative and systems support to service areas within Tenant Services</b>
<b>Responsible to:</b>	<b>Principal Neighbourhood Management Officer</b>
<b>Responsible for:</b>	<b>None</b>

## KEY DUTIES

- Assist in general administration and support to the service areas within Tenant Services – arranging meetings, coordinating diaries, note-taking and similar tasks.
- To deal with telephone enquiries and correspondence, as directed, referring issues that arise from this to appropriate officers in line with approved processes.
- Carry out analysis and compile data and statistics from manual and computerised record systems as required.
- To update and maintain appropriate data systems, information and records relating to the service as appropriate.
- Assist in the administration of and deal with low level Systems Helpdesk queries and other enquiries.
- Be a Hub content management super-user.
- Responsible for maintenance and management of the Document Imaging System, including file management, preparation of paperwork for scanning, data capture and storage in accordance with Data Protection and Access to Information legislation..
- Assist in the administration of budgets, including raising purchase orders.
- Assist with the co-ordination of the complaints process for Tenant Services.
- Carry out project-based work identified by the Principal Neighbourhood Management Officer.
- Be flexible to take on other appropriate duties when required.

Work subject to interruption of the programme of tasks but not involving any significant change to the programme.

## SKILLS AND KNOWLEDGE

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

- A good general standard of education including English and Maths
- Understanding of administrative processes and systems
- IT literate, including the use of MS office software
- Excellent written and verbal communication skills
- Excellent customer service skills
- Excellent organisational skills with the ability to prioritise workload
- Ability to work on own initiative and as part of a wider team

## COMPLEXITY AND CREATIVITY

Ability to see and understand the complex needs of the business and ensure that administration processes work effectively to support it and the achievement of its goals.

- Responds to queries and complaints
- Help seek ways to improve processes and make efficiency savings whilst meeting the customer's needs

## JUDGEMENT AND DECISIONS

Routine decisions on aspects of work with all other decisions being referred to the Senior Business and Systems Support Officer

## CONTACTS

- Members of the Council
- Officers of the Council
- Staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

## RESOURCES

Little or no responsibility for physical or financial resources

## TRAVEL DESIGNATION

Casual Car User

## GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*