

Designation:	Business Support Officer
Grade:	3
Hours:	37 hours per week
Location:	Ebley Mill
Job Purpose:	To provide Personal Assistant support to Strategic Director .To co-ordinate and be responsible for the Community Investment Grant Scheme. To work within the Income & Payments Team to provide a wide range of administrative and business process tasks.
Responsible to:	Senior Income and Payments Officer
Responsible for:	No supervisory responsibility

KEY DUTIES

- Provide personal assistant support to the Strategic Director including fielding phone calls, maintaining diary enquiries and requests and maintain confidentiality
- To co-ordinate and be responsible for administering the Community Investment Grant Scheme
- Responsible for Administering the ICS Programme
- Implement year end process for Revenue and Benefits
- Organise training, making appointments, booking and administering meetings
- To have a good knowledge of and be able to assist with all functions of the Income and Payment Team
- To provide general admin support to the Revenue & Benefits team including responsibility for procurement and Health & Safety
- To receive and respond to routine customer enquiries with necessary tact and sensitivity
- Produce the performance monitoring report for the relevant Committee
- Be flexible to take on other appropriate duties when required

SKILLS AND KNOWLEDGE

- Excellent administration skills with close attention to detail
- Excellent organisation and coordination skills
- Excellent communication and negotiation skills
- Ability to work with people in challenging situations
- IT Literate, including use of MS Office software, Agresso, Excelsis
- Ability to demonstrate a professional and courteous manner with colleagues and customers.
- Experience in dealing with confidential or sensitive issues discreetly.
- Can actively contribute and participate in team meetings/discussions.

- Appreciates the demands on team colleagues and willingly provides them with support.
- Ability to work on own initiative, with effective time management, and as part of a wider team.

COMPLEXITY AND CREATIVITY

- To understand the administrative needs of a complex service, in terms of senior management coordination and be able to manage competing priorities in the organisation and prioritisation of events and meetings without supervision.
- Responds to queries and complaints in a positive way.
- Offer creative and alternative solutions to help address problems in the team.
- Issues and problems will be varied and different to reflect the Customer diversity.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to Senior Income and Payments Officer, Strategic Director.
- Assist the Director of Customer Services in awarding the Community Investment Grants

CONTACTS

- Members of staff
- Members and Senior Officers of the Council
- Suppliers and contractors
- Members of the public
- Members and staff of other local authorities and partner agencies
- Local Businesses, community and voluntary groups

RESOURCES

Responsible for the accurate handling and security of small sums of cash and cheques or financial resources

TRAVEL DESIGNATION

Mileage travelled on Council business will be reimbursed at the HMRC rate in accordance with the Council's Travel and Subsistence Policy.

GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- 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 work with colleagues across the organisation as required in support of organisational goals.
- Ensure document storage complies with Council policy and Data Protection legislation.
- To work with communities sometimes outside normal office hours.
- 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.