

<b>Designation:</b>	<b>Business Support Officer</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To work within a team to provide a wide range of administrative and business process tasks to support the Community Services Team and Customers.</b>
<b>Responsible to:</b>	<b>Senior Business Support Officer</b>
<b>Responsible for:</b>	<b>No supervisory responsibility</b>

## KEY DUTIES

- Provide administrative support to Community Services, and be the point of contact for the provision of car parking activities/function
- To support in the prioritisation of applications, determine eligibility for financial assistance and arrange to install, programme, maintain, service and replace community alarms
- To support with the ordering, maintaining and accounting for stocks of community alarms and associated equipment and upgrade stock as appropriate
- To support in the maintenance of accurate and confidential records at central control and on a computerised database of all community alarm customers. Information to include names and addresses and personal circumstances of all customers
- Implement and continuously review suitable procedures and systems
- Maintain financial management and reconciliations
- Raise invoices, create payment plans, monitor and maintain records for the Sundry Debtor accounts for the service. Initiate action to recover outstanding debts, including contacting debtors
- Project-based work identified by Senior Business Support Officer including updating of website pages
- Ensure completion of records for complaints procedure, time management and FOI. Ensure document storage complies with Council policy and Data Protection legislation

- Be flexible to take on other appropriate duties when required
- To receive and respond to routine customer enquiries with necessary tact and sensitivity.
- Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

## SKILLS AND KNOWLEDGE

- A good general standard of education including English and Maths
- Good written and verbal communication skills
- Understanding of administrative processes and systems
- IT Literate, including use of MS Office software
- Ability to prioritise work and work to deadlines.
- 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.

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.

## COMPLEXITY AND CREATIVITY

- Responds to queries and complaints in a positive way.
- Devise and implement monitoring systems for all units within the service
- 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.

Work largely regulated by laid down procedures, but needing occasional creative skills to deal with routine problems.

## JUDGEMENT AND DECISIONS

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

Work is carried out within clearly defined rules or procedures and advice is available if required

## CONTACTS

- Older tenants, their relatives and carers
- Members of staff
- Health and social care professionals
- Suppliers and contractors
- Members of the public

Contacts on well established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward

## RESOURCES

Responsible for the proper use and safekeeping of hand tools, small items of equipment and low cost materials or for the accurate handling and security of small sums of cash and cheques.

## TRAVEL DESIGNATION

Casual – Must have a valid driving licence and use of a vehicle.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- 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.*