

Designation:	Business Support Assistant
Grade:	Stroud 2
Hours:	37 hours per week
Location:	Housing Strategy
Job Purpose:	To provide business support for Housing Strategy
Responsible to:	Senior Housing Strategy Officer
Responsible for:	None

KEY DUTIES

- Manage and update electronic data.
- Process correspondence and documents.
- Undertake research and monitoring
- Check fees and charges against data and contact clients and external bodies
- Office administration including ordering materials/services, photocopying and filing.
- Process payments, invoices and purchase orders
- Help organise meetings and diary planning.
- Handling telephone enquiries and taking appropriate action.
- Administer planned projects.
- 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.

- Good general education or equivalent experience
- Excellent written, numerical and verbal communication skills
- Understanding of administrative processes and systems
- Experience of working with the public
- Excellent IT skills, including use of MS Office software
- Ability to manage own time and workload

COMPLEXITY AND CREATIVITY

- Responds to queries and complaints

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 Senior Housing Strategy Officer

CONTACTS

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

- Members of the Council
- Members and staff of other Local Authorities/Partner Agencies
- Suppliers and contractors
- Members of the Public

RESOURCES

Responsible for the taking and processing of cash and cheques.

TRAVEL DESIGNATION

HMRC Milage rates

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.

