

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

## 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.*

