

Designation:	Business Support Assistant
Grade:	Stroud 2
Hours:	37 per week
Location:	Ebley Mill
Job Purpose:	To provide a general administrative service to the Housing Advice Team
Responsible to:	Housing Advice Manager
Responsible for:	No supervisory responsibilities.

KEY DUTIES

- Act as first point of contact for applicants enquiries by telephone and in person to provide advice on Housing Register (homeseekerplus) applications and threatened homelessness.
- To assist with administration of the Housing Register, private sector properties and homelessness prevention initiatives.
- To provide assistance with office administration – post and stationery monitoring, filing, processing and scanning documents, using Microsoft office, satisfaction survey analysis and organising meetings.
- Undertake such other duties commensurate with the grade of post as may be properly assigned by the Head of Service.

SKILLS AND KNOWLEDGE

- Good general education or equivalent experience.
- Good written and verbal communication skills.
- Experience of working with the public.
- IT literate.
- Ability to manage own time and workload.

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

- Respond to individual circumstances of the applicant in order to provide appropriate housing advice in accordance with allocations policy.
- Maintain a calm manner at all times to reduce anxiety levels of applicants in difficult situations.
- Provide a general administrative service to the Housing Advice Team. This includes producing non-standard letters and reports, making up files, making

- diary entries for office appointments, filing, scanning and photocopying.
- Processing and verifying Housing Register applications.

Work essentially conducted in accordance with established procedures/practices but needing occasional creative skills to resolve routine problems.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the Housing Advice Manager.

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council.
- Members of staff of other local authorities/partner agencies.
- Suppliers and contractors.
- Members of the public.

Contact required in respect of well established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

RESOURCES

Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

Casual car user.

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.