

Designation:	Business Support Officer (Independent Living)
Grade:	Stroud Grade 3
Hours:	18.5
Location:	Council Offices and Independent Living Sites
Job Purpose:	To provide a first point of contact for Independent Living Service, provide comprehensive administration.
Responsible to:	Service Delivery Manager (Independent Living)
Responsible for:	None

KEY DUTIES

- To be proficient and provide and effective administration support to the Independent Living teams.
- To record, monitor and process payments to invoice request, ensuring that appropriate approval and authorisation is obtained using the Council's financial system.
- Process applications in accordance with the Council's policies and/or legislative requirements and timescales.
- Prepare and process letters, posters, fliers and other correspondence relating to the events and activities within Independent Living.
- To contribute as required to the provision of housing management information to maintain and update appropriate data systems.
- To be responsible for file management, preparation of paperwork for scanning, data capture and storage in accordance with Data Protection and Access to Information legislation.
- To assist in the administration, monitoring and managements of budgets, including accurate records of expenditure, commitment and compliance with financial year-end processes including preparation of creditors lists.
- Liaise with Council officers and other agencies.

SKILLS AND KNOWLEDGE

- Appropriate experience of business administration
- IT Literate including Microsoft Office
- Excellent written and verbal communication skills and ability to use tact and diplomacy and deal with difficult customers.
- Ability to manage own time and workload
- Ability to work to tight deadlines and cope with interruptions
- Ability to understand and maintain confidentiality and data protection
- Good attention to detail and ability to accurately record data

COMPLEXITY AND CREATIVITY

- Ability to see and understand the needs of the business and ensure that administration processes work effectively to support it and the achievement of its goals.
- Identifies and implements improvements to established processes and procedures.

JUDGEMENT AND DECISIONS

- This role is a key post in supporting Independent Living's viability. The exercising of excellent judgement skills will be always required whilst working within policy, procedures and working standards.

CONTACTS

- Tenants
- Members of the Council
- Members and Staff (Housing and Corporate)
- Partner agencies
- Members of the Public

The exercising of good judgement will be required and communications with any party not considered appropriate should be raised with your manager.

RESOURCES

- Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

- HMRC mileage 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.
- Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy

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.