

<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>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To provide Admin Support to the ICT Infrastructure and ICT Investment Teams</b>
<b>Responsible to:</b>	<b>Head of IT</b>
<b>Responsible for:</b>	<b>None</b>

## KEY DUTIES

- Assist in the general administration and support of the ICT Infrastructure Team and the Project Team, arranging payment of the monthly, quarterly and yearly invoices, processing cross-charging requests on the finance system, obtaining quotations, note-taking and similar tasks.
- Support the Head of IT and the Investment Manager with the administration of key data.
- Answer helpdesk phone as required and log calls.
- To take the lead to log and reply to FOI requests.
- Raise requisitions, purchase orders and complete good receipt notices on the Council's finance system.
- Be flexible to take on other appropriate duties when required.

## 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.

- Appropriate experience of business administration.
- Proficient in the use of Microsoft Office products.
- Proficient in the use of a gresso finance system.
- Good communication skills.
- Good customer service skills on the phone and face to face.
- Excellent organisational skills with the ability to prioritise workload.

## COMPLEXITY AND CREATIVITY

Ability to see and understand the complex needs of the business and ensure that administration processes work effectively to support it and the achievement of its goals.

- Responds to FOI queries.
- Able to devise and implement new processes with approval from Line Manager.

## JUDGEMENT AND DECISIONS

The job is a key post in supporting the Council's business viability. The exercising of excellent judgement skills will be required at all times, whilst working within policy, procedures and working standards.

## 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.
- Officers of the Council.
- Staff of other local authorities/partner agencies.
- Suppliers and contractors.

## RESOURCES

Little or no responsibility for physical or financial resources.

## TRAVEL DESIGNATION

None.

## MISCELLANEOUS

None.

## GENERAL

- 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 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.*