

Designation:	Business Support Officer
Grade:	Stroud 3
Hours:	37 hours per week
Location:	Ebley Mill
Job Purpose:	To work within a team to provide a wide range of administrative and business process tasks to support the New Homes & Regeneration Team.
Responsible to:	New Homes & Regeneration Manager
Responsible for:	No supervisory responsibility

KEY DUTIES

- Provide general administrative support to the New Homes & Regeneration Team e.g. arranging meetings, coordinating diaries, note-taking and similar tasks.
- Provide support on any project and programme related communications, helping to deliver the communications strategy throughout the programme to ensure all stakeholders are effectively communicated and/or consulted with.
- Support appropriate procurement procedures in order to help identify excellent contractors or partners to deliver services appropriate to the sector and client group.
- Assist in the administration, marketing and successful completion of shared ownership sales.
- Provide, develop and maintain financial management services for the New Homes & Regeneration Team i.e.
 - Process invoices, monitor and maintain records, raise purchase orders and manage sundry debtors.
 - Create and maintain spreadsheets and databases in relation to budget monitoring and management.
 - Assist in the administration, monitoring and management of budgets, including maintaining accurate records of income, expenditure and commitment to comply with financial end of year processes.
- Review changes to systems methodically including updating documentation and dissemination to the team.
- Assist as required with the provision of asset information so as to maintain and update the appropriate data systems when required.
- Assist with the maintenance and management of document imaging, file management and data capture & storage.
- Implement and continuously review suitable procedures and systems.
- Ensure completion of records for complaints procedure, time management and FOI. Ensure document handling and storage complies with Council policy and GDPR.
- Receive and respond to customer or stakeholder enquiries with necessary tact and sensitivity.
- Be flexible to take on other appropriate duties when required.

- Although this post is predominantly office based, the applicant must be prepared to assist team colleagues at external meetings when required.

Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- A good general standard of education including English and Maths.
- Good written and verbal communication skills.
- Understanding of administrative processes and systems.
- IT Literate, including use of MS Office software.
- Ability to prioritise work and work to deadlines.
- Ability to demonstrate a professional and courteous manner with colleagues and customers.
- Experience in dealing with confidential or sensitive issues discreetly.
- Can actively contribute and participate in team meetings/discussions.
- Appreciates the demands on team colleagues and willingly provides them with support.
- Ability to work on own initiative, with effective time management, and as part of a wider team.
- 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 queries and complaints in a positive way.
- Devise and implement monitoring systems for all areas within the service.
- Offer creative and alternative solutions to help address problems in the team.
- Issues and problems will be varied and different to reflect the customer diversity.
- Creativity is a feature of the job but exercised within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the appropriate Project Manager or the New Homes & Regeneration Manager.
- Work is carried out within clearly defined rules or procedures and advice is available if required.

CONTACTS

- Members of the Council.
- Officers of the Council at all levels.
- Members of staff.
- Tenants including older tenants, their relatives and carers.
- Suppliers and contractors.
- Members of the public.

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

RESOURCES

Some responsibility for physical or financial resources.

TRAVEL DESIGNATION

HMRC mileage rates will apply for any mileage conducted on Council business.

GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- 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 with colleagues across the organisation as required in support of organisational goals.
- 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.