



## **Role Profile**

---

**Job Title:** Business Support Officer

**Post Number:** 217271

**Grade:** SO2

**Department:** Regeneration, Housing and Environmental Services

**Section:** Housing and Tenancy Management

**Reports to:** Service Manager

---

### **PURPOSE OF ROLE:**

- To support the Housing Management team through providing a high level of efficient and effective business administration and financial support.
  - You are a frontline professional delivering a first class, modern and flexible service to Hounslow Tenants. You are outcome focussed and seek to achieve successful outcomes, assisting to implement bespoke solutions to complex problems.
  - You are supported by your manager but are proactive in reviewing and evaluating your own performance and acting on your own initiative to improve and develop.
- 

### **KEY ACCOUNTABILITIES**

#### **Corporate**

1. Provide proactive administrative support to ensure records are accurate and kept up to date, arrange multi-agency events and meetings, and co-ordinate work with others across the service to ensure actions are joined up and duplication of effort is avoided.
2. Work collaboratively with your colleagues and partner agencies to help to ensure that tenants get the very best service and opportunities to live independently and safely in their homes.
3. Work effectively in a changeable environment to achieve targets and service objectives with competing priorities, while assisting to continuously improving

our service offer to tenants to meet changing needs and integrate digital solutions.

4. To work with other officers in the Regeneration, Housing and Environmental Services and where appropriate other Departments to ensure services are integrated at the point of delivery and to identify new opportunities for business efficiencies.
5. Support organisational change and adhere to the Council's Staff and Customer Charters.
6. Undertake other duties commensurate with the purpose of the post.

## **Functional**

1. To provide an effective and efficient administrative support service to the Housing Management service.
2. To prepare and collate reports for meetings / senior managers as required.
3. Preparing mail merge documents and liaising with the print and post service to complete mailings to residents.
4. To use Agresso to set up purchase orders and process invoices accurately and efficiently in accordance with council procedures.
5. To ensure that financial standing orders are followed when obtaining quotes or purchasing items.
6. Manage The Garden Maintenance Scheme applications, Housing moves / Seaside and country homes applications and Orbis requisitions and invoices.
7. Responsible to distribute the incoming post across the teams
8. Manage the utility bills and distribute accordingly across the teams ensuring payments are made on time
9. Any other broadly analogous duties, which may be allocated from time to time.
10. To attend training as required

**These are the values that drive us:**

### **Lead with heart**

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

### **Do new**

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

### **Pass on the power**

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

### **Harness the mix**

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

### **Be a rock**

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

**The top 5 things about you that are most important:**

- You are highly organised with excellent IT skills and high levels of accuracy to process, quality check and analyse a wide range of information.
- You are a great communicator to engage effectively with a broad range of people and record, collate and relay accurate and concise information.
- You act with integrity, take personal responsibility and handle stress effectively while maintaining high levels of motivation to support the work of the service to achieve successful outcomes for our tenants.
- You work proactively and flexibly, and know when to take instructions or use your own initiative to meet deadlines and solve problems that will face you on a day-to-day basis.
- You are a high performing individual who works collaboratively with others to achieve targets and service objectives and make the team the very best it can be.

**Qualifications**

Excellent working on all Microsoft Applications such as Excel, Word, PowerPoint  
You are able to travel independently around the Borough and work from different locations as and when required.

**Essential for The Role:**

Basic DBS