



# Business Support Officer

<b>LEVEL:</b>	Level 8 (30 hours per week)
<b>ACCOUNTABLE TO:</b>	Localities Team Leader
<b>SALARY:</b>	£25,584 - £27,269 Per Annum Pro Rata (Pay award pending)
<b>LOCATION:</b>	Agile/Kilworthy Park/Follaton House
<b>CONTRACT:</b>	Permanent

## Job Purpose

The Business Support Officer is a vital part of the localities team. They are the link between the services and customers we support, and the wider Community Services team. They work closely with the senior localities team to develop and manage recording and reporting processes, allocate ad hoc work requests; liaise with customers; generate reports; answer queries; manage the inbox and Liberty processes. While managing these processes they will be looking for ways to streamline the ways of working and make efficiencies. This role requires organisation, enthusiasm and dedication to take responsibility for a demanding and critical function.

## Role Profile

- Managing and responding to incoming work requests from the public and allocate to the Localities team.
- Act as part of a support network for mobile based lone workers in Community services team.
- Provide timely and friendly responses to enquiries across a variety of communication channels.
- Act as an ambassador of the Council and provide excellent customer service.
- Form an excellent working relationship with colleagues to help deliver shared priorities.
- Support all environmental enforcement processes by sending communications to residents, liaising with other departments, tracking cases, providing reports.
- Escalate issues or areas for concern to the Senior Localities team.
- Provide administrative support for service projects as required.
- Prioritise tasks effectively and manage workload, providing timely updates and monthly reports.
- Produce minutes at team meetings and distribute actions.
- Share important team messages and provide administrative support for special events and emergencies.



## Person Specification

### Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>Good standard of general education including GCSE at grade C/level 4 or above or equivalent in English and Maths.</li> </ul>	<ul style="list-style-type: none"> <li>A recognised administration qualification.</li> </ul>
<ul style="list-style-type: none"> <li>Good standard of IT literacy, specifically with MS Excel and Word.</li> </ul>	

### Knowledge / Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>Previous experience in a business support/administration role.</li> </ul>	<ul style="list-style-type: none"> <li>Broad knowledge of the Councils' services, process, and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>Good understanding of Diversity and Inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrable evidence of business support/administrative experience.</li> </ul>
<ul style="list-style-type: none"> <li>Proficient in communicating with internal/external stakeholders.</li> </ul>	

### Skills / Abilities

Essential	Desirable
<ul style="list-style-type: none"> <li>Promotes excellent customer service.</li> </ul>	<ul style="list-style-type: none"> <li>Experience working within the public sector, specifically within a local authority.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent written and verbal skills.</li> </ul>	
<ul style="list-style-type: none"> <li>Well organised and methodical.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to work as part of a team and under own initiative.</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent attention to detail and accuracy.</li> </ul>	
<ul style="list-style-type: none"> <li>Solution focused with a flexible working approach.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to perform effectively under pressure consistently.</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent customer service skills.</li> </ul>	



## General / Other

Essential	Desirable
<ul style="list-style-type: none"><li>Have an engaging, enthusiastic, and positive manner with a strong “can do” approach to work.</li></ul>	

## General

The list above is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

## Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination and harassment.

## Staff Code of Conduct

The public, our communities, customers and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

## Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.