
Post Title: Business Support Officer

Post Hours: 30 hours per week

Grade: Scale 3

Responsible to: Business Support Team Leader

Responsible for: None

Main contact associated with principal duties:

- Members of the Public
- Colleagues within the Service Area
- Employees within other Service Areas
- Councillors
- Statutory undertakers

Job Purpose:

To provide clerical and administrative support to the Service Area, and to assist in the efficient and customer-focused operation of Fleet Street Depot's reception area, including dealing with and acting on enquiries and complaints.

Control of Resources: None.

Main duties and responsibilities:

1. To be one of Fleet Street Depot's first points of contact and deal with enquiries and complaints in a courteous, helpful, tactful, diplomatic, and efficient manner.
2. To provide general clerical and administrative support to the Service Area including stationery order management and a typing service-often to tight deadlines.
3. To assist in the administration of service requests on the Customer case management system and update the internal municipal solutions to provide guidance and instruction to frontline operatives and customers.
4. To manage and maintain the Service Area's vehicle's history files and create reports to support the monitoring of maintenance and maintenance provider. To support the service in submission and monitoring of insurance claims as required.
5. To provide clerical / technical support and to complete relevant searches in order to correctly issue enforcement notices. To provide responses to enquiries relating to enforcement notices.
6. To manage and maintain the service area's filing system including creating online reports as and when required.

7. Responsibility for processing payments, accounts and invoices ensuring compliance with the Council's Financial and Contract Procedure rules. Liaising with Financial Services as necessary.
8. To be a point of contact for all Freedom of Information, Member of Parliament (MP) requests and sport booking enquiries
9. To set up and maintain filing systems and raise purchase orders as required by the Service Area.
10. To sort, open and distribute incoming and outgoing mail, including hand deliveries and maintain appropriate records for the reconciliation of royal mail invoices.
11. To provide clerical/technical support to other sections within the Service Area as directed and promote the services offered by the Service Area throughout the Council
12. To be responsible for the effective implementation and control of those aspects of health and safety under their control.
13. To contribute suggestions/new ideas for improvements to service delivery.
14. To undertake such other duties as may be assigned and as are commensurate with the grading of the post.

Selection Criteria	Essential or Desirable	Assessment Method
Knowledge, skills, abilities and experience		
1. Awareness of how to and willingness to meet customer's needs, including any equality and diversity needs.	Essential	Application Interview
2. The ability to deal courteously with members of the public face-to-face and on the telephone, including those who are making a complaint.	Essential	Application Interview
3. Significant experience in word processing e.g. able to type a wide range of semi-complex documents efficiently and accurately.	Essential	Application Test
4. Previous general administrative experience.	Essential	Application Interview
5. The ability to take accurate minutes of meetings.	Essential	Application Interview
6. Literacy skills (i.e., capable of writing clearly and concisely, and the ability to correct grammar and punctuation in documents for typing).	Essential	Interview Test
7. Numeracy skills (capable of accurately checking accounts and bills of quantity).	Essential	Application Interview Test
8. Ability to work under pressure, prioritise own workload and meet strict deadlines.	Essential	Application Interview
9. To be computer literate, i.e. Windows-based applications, with a knowledge of Microsoft word & Excel spreadsheets.	Essential	Application Interview
Special Requirements		
This post is fixed at Fleet Street Depot in order to meet business needs and provide adequate reception cover.		

Date: March 2025