Community Services Business Support Officer (Property Services)

LEVEL: Level 7

ACCOUNTABLE TO: Property Services Team Leader

SALARY: £29,542 – £33,119 per annum pro rata

LOCATION: Totnes Depot

CONTRACT: Permanent 22.5 hrs per week

Job Purpose

The Property Services Business Support Officer provides essential administrative, financial and operational support to the Council's Property Services maintenance team. This vital role helps to ensure efficient coordination of planned and reactive maintenance activities, accurate management of records and information and effective communication between internal departments, contractors, suppliers and service users. The role supports the Property Services team by allocating work requests, liaising with internal and external customers, generating reports, answering queries, managing the Property Services inbox, ordering materials, paying invoices and ensuring the smooth operation of key administrative functions. You'll also be an IT champion for the team and deputise for supervisors when required. This role contributes to ensuring that council owned assets are maintained to the required standards of safety, compliance and service delivery while supporting the team in achieving its operational objectives and providing value for money. The ideal candidate should be organised, enthusiastic and confident when taking responsibility for a demanding and critical function.

Role Profile

- Assist with the scheduling and allocation of work requests onto the job ticketing software
- Management of the Property Services inbox
- Point of contact and support for the operational team
- Processing of purchase orders and payments for goods & services, ensuring compliance with financial procedures

- Provide timely and professional 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
- Escalate issues or areas for concern to the Team Leader
- Provide administrative support for service projects as required
- Act as part of a support network for mobile based lone workers in the Community Services team
- Produce monthly financial costings for recharging of internal departments
- Carry out quarterly recharges for external customers
- Prioritise tasks effectively and manage own workload
- Placing orders for clothing and materials
- Maintain and update registers and trackers to ensure accurate and efficient record-keeping
- Assist in the response to Freedom of Information requests
- Collate statistical data and produce monthly reports for management and external stakeholders
- Share important team messages and provide administrative support for special events and emergencies

Person Specification

Qualifications

Essential	Desirable
Good standard of general education including GCSE at Grade C/Level 4 or above or equivalent in English and Maths.	A recognised administration qualification.
Good standard of IT literacy, specifically with MS Excel and Word.	

Knowledge / Experience

Essential	Desirable
Previous experience in a business support/administration role.	Broad knowledge of the Councils' services, process, and procedures.
Good understanding of Diversity and Inclusion.	Demonstrable evidence of business support/administrative experience.
Proficient in communicating with internal/external stakeholders.	Working knowledge of asset management software.
	Experience of working within the construction or maintenance industry.

Skills / Abilities

Essential	Desirable
Promotes excellent customer service.	Experience working within the public sector, specifically within a local authority.
Excellent written and verbal skills.	Geographical knowledge of the South Hams and West Devon.
Proficient in use of IT, particularly MS Excel and Word.	
Well organised and methodical.	
Able to work as part of a team and under own initiative.	

Excellent attention to detail and accuracy.	
Solution focused with a flexible working approach.	
Able to perform effectively under pressure consistently.	
Excellent customer service skills.	

General / Other

Essential	Desirable
Have an engaging, enthusiastic and positive manner with a strong "can do" approach to work.	

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.