

Job Description

Service:	Operations Service
Job title:	Business Support Assistant
Grade:	Grade C
Hours of work:	37 hours per week
Responsible to:	Waste Minimisation Officer
Responsible for	
Direct reports:	Direct Reports: 0 Indirect reports: 0
Budget:	Cost Centre 5285

Purpose of Post: Operations Division

To provide administrative, clerical and typing support to ensure a quality, customer focused support service which is efficient, effective and responsive to the needs of both internal and external customers.

Administration

- A. To support the Customer and Performance Manager, Service Managers, Team Leaders and staff in ensuring compliance with Service Level Agreements (including financial ones) and to ensure these are delivered in a timely manner.
- B. To provide a financial and customer-focused administrative support service to Service Managers within the Operations Division.
- C. To regularly review all financial and customer service processes to ensure they are current, efficient and effective.
- D. To deputise for the Customer and Performance Manager in their absence to provide day-to-day supervision of the Business Support Team, including planning, prioritising and ensuring completion of daily work requirements.


Key Deliverables:

1. To provide, with the team, efficient and effective financial, secretarial and administrative support, including handling enquiries, word processing, spreadsheets, data management and analysis, reporting, record keeping, correspondence, arranging and attending meetings, taking minutes and producing reports.
2. To ensure corporate financial processes and guidance are followed, including raising purchase orders, payment of invoices, raising debtor invoices and taking card payments as required.
3. To act as a first point of contact for internal and external customers, including by telephone, face to face and IT-based. Deal effectively with all financial and general enquiries, complaints and notifications, assessing priority, giving advice as appropriate and taking suitable action. Develop and maintain positive and supportive relationships with customers.
4. To become proficient in and administer various data systems, input new or update records or client details and provide required timely management or client information or performance data in graphical or other formats as required.
5. To develop and maintain a thorough knowledge of service operational procedures and relevant Council policy. Always maintain strict confidentiality and adhere to Data Protection legislation and corporate and service guidelines.
6. Regularly review all finance- and customer-based procedures in line with service changes and ensure they are current, efficient and effective.
7. To attend finance-focused and customer service meetings (e.g. with Call Centre Managers/Team Leaders) to ensure effective communication and sharing of information with the relevant Service Managers.
8. Take appropriate action as necessary and liaise with Service Managers regarding outstanding and incomplete financial procedures, e.g. payments, purchase orders etc., in preparation for year-end close down.
9. To assist in processing customer requests received via the Call Centre and provide assistance to, or cover in their absence, for the Performance Assistant (Customer).
10. Provide administrative support at Management Team meetings, confidential meetings and hearings in the absence of the Customer and Performance Manager.
11. Deputise for the Customer and Performance Manager to ensure all tasks are allocated and covered by the team and completed within timescales.

12. Any other duties reasonably requested by the Customer and Performance Manager, or Operations Management.

Knowledge Knowledge of administrative procedures and processes.	Qualifications <i>Business, administration, and or financial qualifications to level 2, level 3 desirable</i>
Experience Experience of working in in a busy office and admin / finance role, prioritising own workload, managing change with little supervision. Experience in administrative systems, processes, etc in a similar office environment. Experience in attending meetings for the purpose of recording accurate minutes. Experience in dealing with internal and external customers at all levels. Experience of financial monitoring administration, and procurement, I.e. raising orders, invoicing, goods receipting.	
Skills and Abilities Good interpersonal and communication skills, proven ability to communicate effectively in writing, word processing, report writing, orally, and ability to take and produce minutes, agendas or reports as required. Good computer and keyboard skills and knowledge of Microsoft Office products. Ability to work with minimum supervision and to work well within a team. Ability to assess data and information and to identify problems. Understand data protection principles and confidentiality. Ability to learn new skills, and train on new database and IT systems to the level of superuser and administrator.	English and Mathematics to good grade standards GCSE level 4 minimum or equivalent. IT qualifications and/or MS Office skills to level 2 minimum, level 3 desirable
Decision Making and Impact on Others	

<p>Ability to make decisions as a matter of urgency, relevance and level of assistance required.</p> <p>Ability to deliver difficult messages to customers where appropriate.</p> <p>Adherence to set procedures.</p> <p>Handle enquiries, tact and diplomacy in dealing with customers.</p> <p>Ability to use information from Council's policies to provide customers with factual information.</p>	
<p>Communication with Internal and External Customers</p> <p>Finance and auditors</p> <p>Health and Safety</p> <p>General public and complainants</p> <p>Councillors</p> <p>Senior management</p> <p>External suppliers and contractors</p> <p>Other council colleagues</p> <p>External Organisations</p> <p>Home Office and other Government Agencies</p>	<p>Example: Predominantly external customers – high visibility with members of the public</p> <p>Where is the focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 60%</p> <p>External customer contact 40%</p>
<p>Personal Attributes and Other Requirements</p> <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members</p> <p>Promotes equality and understanding of diversity and sensitivities in their duties and personal behaviours.</p> <p>Sociable, confident and high personal standards of probity and adherence of confidentiality of information obtained.</p> <p>Good communication skills orally and written.</p>	
<p>HDC values</p>	<p>The values outlined below reflect our collective positive attitude and how all</p>

	<p>staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.