

## Job Description

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

### Purpose of Post:

To provide administrative support to ensure a quality, customer focused support service which is efficient, effective and responsive to the needs of both internal and external customers, particularly in managing the increased workload and changing demands arising from Local Government Reorganisation

A. To support the 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, adapting to changing priorities and increased workloads associated with LGR

C. To regularly review all financial and customer service processes to ensure they are current, efficient and effective.

D. To support the planning, prioritising and completion of daily work requirements within the Business Support Team, ensuring tasks are managed effectively and deadlines are met during periods of increased demand linked to Local Government Reorganisation (LGR)

## Key Deliverables:

1. To provide, with the team, efficient and effective financial, and administrative support, including handling enquiries, spreadsheets, data management and analysis, reporting, record keeping, correspondence, arranging and attending meetings, 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 to ensure they remain efficient and effective to changing operational requirements during the LGR transition.
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 the Waste Minimisation and Performance Officer
10. To support the planning, prioritising and completion of daily work requirements within the Business Support Team, ensuring tasks are managed effectively and deadlines are met during periods of increased demand linked to LGR



11. Any other duties reasonably requested by the Waste Minimisation and Performance Officer, or Head of Operations.



	Essential (E) or Desirable (D)	Method of assessment
<b>Knowledge and Qualifications</b>		
Knowledge of administrative procedures and processes.	E	Application form Interview
<i>Business, administration, and or financial qualifications to level 2, level 3 desirable</i>	D	Application form Interview
<b>Experience</b>		
Experience of working in in a busy office and admin / finance role, prioritising own workload, managing change with little supervision.	E	Application form Interview
Experience in administrative systems, processes, etc in a similar office environment.	E	Application form Interview
Experience in dealing with internal and external customers at all levels.	E	Application form Interview
Experience of financial monitoring administration, and procurement, i.e. raising orders, invoicing, goods receipting.	E	Application form Interview
<b>Skills and Abilities</b>		




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.	E	Application form Interview
English and Mathematics to good grade standards GCSE level 4 minimum or equivalent.	E	Application form Interview
IT qualifications and/or MS Office skills to level 2 minimum, level 3 desirable	D	Application form Interview
Ability to work with minimum supervision and to work well within a team.	E	Application form Interview
Understand data protection principles and confidentiality.	E	Application form Interview
Ability to learn new skills, and train on new database and IT systems to the level of superuser and administrator.	E	Application form Interview



<p><b>Decision Making and Impact on Others</b></p>	<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><b>Communication with Internal and External Customers</b></p>	<p>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><b>Personal Attributes and Other Requirements</b></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. (E)</p>
<p><b>HDC values</b></p>	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p>



 icare	<p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> 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.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children