

JOB DESCRIPTION

Directorate:	Executive Director
Division:	ICT & Corporate Services
Post No & Job Title:	Business Support Administrator
Grade:	Grade 4
Responsible to:	Business Support Team Leader
Responsible for:	No direct responsibility for employees
Main purpose of the job:	To provide an accurate, effective and efficient administrative, technical and financial service to all departments within the Council in accordance with Service Level Agreements.

Accountabilities/Main Responsibilities

Administration

1. To accurately process incoming Council mail via the digital post room, ensuring confidentiality and adherence to Data Protection Act 2018, in accordance with relevant timescales and policies.
2. To print and appropriately distribute Committee agendas and other items as required.
3. To be responsible for all Council central stationery stock control, including; ordering, monitoring and managing requests.
4. To prepare court bundles and other documents to time critical deadlines.
5. To be responsible for the organisation of meetings and events including booking rooms/venues, issuing invitations and taking minutes/actions arising.
6. To undertake one-off projects to support service areas.
7. To be responsible for ensuring correct maintenance when required and rectification of basic errors/breakdowns in relation to office equipment including the folding machine, printers and scanners.
8. To respond and process requests received into various service area inboxes from internal / external stakeholders.
9. To undertake all office based administrative services and support functions including scanning and indexing of documents and audiotyping.

10. To take responsibility and ownership of the verification of applications/ requests for service and checking of supporting evidence and accuracy in accordance with local and national guidelines.
11. To manage a diverse workload requiring continual reprioritisation often working at pace to achieve required time critical deadlines.
12. To act as an ambassador for the Council during the recruitment and induction of new starters.

Customer Service

13. To respond, fairly and effectively to a range of members of the public, some of whom may be in crisis, distress or who may display inappropriate or aggressive behaviour, and to seek appropriate support in accordance with the circumstances and office procedures.
14. To respond to queries both verbal, including face to face and written, from internal and external customers/stakeholders; providing advice or redirection to resolve both simple and complex issues, ensuring a prompt, high quality service is provided.
15. To maintain and develop relationships with internal and external stakeholders, attending meetings with designated service areas as required.
16. To have a detailed knowledge and specific skills in relation to at least two service areas.
17. To have a working general knowledge of all areas covered by the Business Support Team.

Systems and Processes

18. To use key systems/platforms for data entry, capture and usage. This will include monitoring of inputs, tracking progress and reporting.
19. To update and check correct information is shown on the Council website.
20. To export data from Council systems for manipulation and reporting purposes for both internal and external stakeholders, including bespoke reports and statistical information.
21. To undertake administrative related functions using Word, Outlook, Excel, Adobe Pro and Access.
22. To enter, maintain and interrogate data in multiple Council systems e.g. Pentana, Uniform, Civica, Iken, Meritec and Information at Work, in accordance with Service Level Agreements and procedures. Understand and interpret information and obtain relevant additional information as required.
23. To assist the Business Support Team Leaders, Manager and Service Areas to develop processes to increase efficiency.
24. To create and maintain work procedures to ensure consistency.

25. To train other members of the Business Support team as required to ensure consistency and avoid single points of failure.

Finance

26. To accurately and confidentially process cheques, cash and telephone payments in accordance with UK GDPR requirements and resolution of any queries arising. Use of a corporate credit card to pay for goods and services.

27. Precise calculation of the required fee for payment based on customer requirements.

28. To be responsible for raising Purchase Orders as requested in a precise and timely manner.

29. To be responsible for accurately raising and paying invoices in a timely manner to ensure service agreements with creditors are upheld.

30. Analysis and reconciliation of the General Ledger on a monthly/yearly basis to ensure the correct processing of Disabled Facilities Grants to maintain an accurate spreadsheet of all grant commitments and payments to enable accurate central government reporting.

31. To be responsible for monthly and year end recharges and reconciliation of central stationery.

32. To carry out any other duties within the scope and grade of the post relating to the responsibilities of the Business Support Team and other sections of the directorates as necessary.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Business Support Administrator but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.