

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Executive Director
Division:	Administrative Services
Post No & Job Title:	Business Support Administrator - Temporary
Grade:	Grade 3
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, service to all departments within the Council in accordance with Service Level Agreements.

Main Duties and Responsibilities:

Administration

1. To check, scan and file personnel files electronically using the appropriate system.
2. 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.
3. To print and appropriately distribute Committee agendas and other items as required.
4. To be responsible for the organisation of meetings and events including booking rooms/venues, issuing invitations and taking minutes/actions arising.
5. To undertake all office based administrative services and support functions including printing and distribution of mail.

Customer Service

6. 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.
7. 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.
8. To have a working general knowledge of all areas covered by the Business Support Team.

Systems and Processes

9. To use key systems/platforms for data entry, capture and usage.
10. To undertake administrative related functions using Word, Outlook, Excel, Adobe Pro and Access.
11. 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.