

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate:</b> Community Services & Transport		<b>Service Area:</b> Business Support
<b>JOB TITLE:</b> Business Support Officer		
<b>GRADE:</b> G		
<b>REPORTING TO:</b> Business Support Manager		
<b>1.</b>	<b>JOB SUMMARY:</b> To work as part of a team of Business Support Officers providing specialist administrative support within Community Services.  The Business Support Officers will be expected to undertake multi-functional duties and responsibilities and must be prepared to rotate between roles. The duties and responsibilities of the past vary accordingly.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
1.	To ensure that established departmental systems, procedures and policies are adhered to.	
2.	To have specialist administrative knowledge in the following operational Service Areas: <ul style="list-style-type: none"> <li>• Catering and Building Cleaning</li> <li>• Care For Your Area Services</li> <li>• Construction and Facility Services</li> <li>• Community Safety</li> </ul>	
3.	To input, present and interrogate statistical data. To undertake accounting, reconcile information and produce reports.	
4.	To raise invoices, works orders and purchase orders.	
5.	To calculate service charges and produce and monitor service level agreements and external contracts.	
6.	To handle customer accounts, set up and monitor payment arrangements and undertake debt recovery in cases of default. To assist in the preparation of debts to be recommended for legal action and write off.	
7.	To assist in the processing of insurance claims and taxation returns.	
8.	To assist with contract work and the ordering of goods and services.	
9.	To investigate and respond to complaints and requests for service, to monitor customer satisfaction and identify service improvements.	
10.	To liaise with other departments, partners and organisations as the work of the Division may require.	
11.	To identify business development opportunities and engage with local businesses, groups, residents and partner organisations.	
12.	To collate key performance indicator information and assist in the monitoring and development of service standards and targets to ensure excellent service delivery.	
13.	To undertake special projects and identify practices and systems in need of improvement.	
14.	To develop and implement quality management systems and drive quality initiatives. To continuously review and improve existing systems procedures and processes.	
15.	To ensure that sound budget management practices are undertaken.	

	16	To take reasonable care of your own health and safety and co-operate with Management so far as is necessary to enable compliance with the authorities Health & Safety rules and legislative requirements.
	17	To be aware of and adhere to all council financial, legal and administrative policies and procedures.
	18	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	19	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

**Job Description dated May 2021**



## PERSON SPECIFICATION

Job Title/Grade	Business Support Officer (G)	
Directorate / Service Area	Community Services & Transport	Business Support
Post Ref:	(POS005911)	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications		<ul style="list-style-type: none"> <li>• 5 GCSEs at Grade C or above (or equivalent) including Maths and English.</li> <li>• NVQ Level 3 in Business Administration or Customer Services or equivalent substantial demonstrable level of knowledge in related disciplines.</li> </ul>	Application
Experience		<ul style="list-style-type: none"> <li>• Experience of working in customer focused, operational and administrative environments</li> <li>• Experience of performance management systems.</li> <li>• Experience of project management</li> <li>• Experience in business development.</li> <li>• Experience in implementing new initiatives, procedures and processes</li> <li>• Experience of working with a wide range of people and organisations</li> <li>• Experience of working in a team</li> <li>• Political awareness</li> </ul>	Application / Interview

Knowledge & Skills		<ul style="list-style-type: none"><li>• Working knowledge of relevant legislation, procedures and processes</li><li>• Knowledge of performance management and target setting.</li><li>• Ability to lead from the front and lead by example.</li><li>• Ability to programme work and be personally organised</li><li>• Ability to deal with a high volume of varied and complex issues, complaints and requests for service.</li><li>• Ability to undertake a generic role and perform multi-functional duties in a busy and challenging administrative environment</li><li>• Committed to excellent customer service</li><li>• Ability to think widely and solve problems logically</li><li>• Ability to represent the Service within a range of meetings.</li><li>• Ability to deal with confidential information</li><li>• Good communication skills</li><li>• Numerical ability to interpret and explain statistical data.</li><li>• Flexible</li><li>• PC literate</li></ul>	Application / Interview
Specific behaviours relevant to the post	<ul style="list-style-type: none"><li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li></ul>		Application / Interview

**Person Specification dated: May 2021**