 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: FINANCE, DEVELOPMENT AND BUSINESS SERVICES		Service Area: REVENUES AND BENEFITS	
JOB TITLE: BUSINESS SUPPORT ASSISTANT			
GRADE: F			
REPORTING TO: TEAM LEADER WITHIN REVENUES AND BENEFITS SERVICE			
1.	JOB SUMMARY: To provide support with projects and processing of information and applications within the Revenues and Benefits service and to ensure customers/clients are given correct advice and/or information in one or more of the revenues and benefits service functions.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To provide a first class service that is efficient, effective, resilient and customer focused, and contribute to the achievement of council priorities.	
	2.	General technical and project support within the revenues and benefits service including collecting and verifying information. Delivering a friendly and professional point of contact, welcoming and ensuring the appropriate distribution of correspondence / messages.	
	3.	Processing of information, applications and enquiries in order to make appropriate judgements about eligibility, giving advice at point of contact or directing enquiries to other agencies.	
	4.	Dealing with enquiries that have been referred from the Council's Customer Services centre or where customers contact the service direct. To liaise with customers which may include: <ul style="list-style-type: none">• Telephone contact to request further information in respect of work undertaken in the revenues and benefits service including special projects.• Dealing with and issuing correspondence and emails.• Issuing payments in accordance with government or service requirements.• Preparation of income and expenditure statements.	
	5.	Maintaining records, responsibility for Mailshots (using Mail Merges for letters and labels from data within Excel Spreadsheets / Access Databases), creating/ amending reports using spreadsheets and Word, collating information. Creating and customising template letters.	
	6	Analysing and inputting data and using systems within the revenues and benefits service.	
	7	To operate PC's and multiple IT systems to obtain, verify, reconcile, input and extract information.	
	8	To assist with monitoring the performance of the contracted providers.	

	9	To liaise with external agencies, including the DWP, CAB and housing providers, and other sections and departments within the Council on matters affecting the revenues and benefits service.
	10	Acquiring a good overall knowledge of the revenues and benefits service in order to carry out the above.
	11	To co-operate with the implementation and introduction of revised methods of work, including changes that may arise from the development of new technology, the introduction of new legislation and guidance, or other reasons.

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.

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)	M CONNOLLY		11 APR 22

Job Description agreed by: (Post holder)
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Job Description dated 11 April 2022



PERSON SPECIFICATION

Job Title/Grade	BUSINESS SUPPORT ASSISTANT	F
Directorate / Service Area	FINANCE, DEVELOPMENT AND BUSINESS SERVICES	REVENUES AND BENEFITS
Post Ref:		


	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> At least 5 GCSE's at grade C or above or equivalent – including Maths & English or the equivalent level of knowledge gained through substantial demonstrable direct work experience. 	<ul style="list-style-type: none"> NVQ level 3 business administration 	Application form
Experience	<ul style="list-style-type: none"> Able to demonstrate experience of working in an office environment and setting up clerical systems. Experience of dealing with members of the public, professionals and other agencies. Experience of dealing with confidential / sensitive information. 		Application / Interview

	<ul style="list-style-type: none">• Experience of the needs of vulnerable customers• Experience of using manual and computerised records.• Experience of supporting/co-ordination of clerical tasks.		
Knowledge & Skills	<ul style="list-style-type: none">• Good communication skills, both written and verbal.• High personal standards and self-discipline in working to tight deadlines.• Good interpersonal and customer service skills.• A range of skills and knowledge relevant to working vulnerable clients.• Ability to independently and confidently manage enquiries and make high quality judgements• Ability to negotiate with third parties and agencies for requests of support including sourcing supporting evidence.• Ability to prioritise workload.• Ability to work as part of a team or on own initiative.		

	<ul style="list-style-type: none"> • Ability to understand both simple and complex instructions. • A comprehensive knowledge of Microsoft Office IT systems (Outlook, Word, Access, Excel) as well as experience of a case management system. • The ability to work as an effective team member. • Good numerical skills and accuracy. 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Self-motivated and willing to commit to ongoing personal and professional development. • Ability to embrace smarter ways of working 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • Able to work as part of a team and provide support to team members. 		

	<ul style="list-style-type: none">• A flexible and enthusiastic approach to work.• The post involves working directly with vulnerable claimants and is subject to a standard DBS check		
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Person Specification dated 11 Apr 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: FINANCE, DEVELOPMENT AND BUSINESS SERVICES	SERVICE AREA: REVENUES AND BENEFITS
JOB TITLE: BUSINESS SUPPORT ASSISTANT	
GRADE: F	
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The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	NO
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	NO
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	NO
Is required to drive an HGV/LGV/PCV/Minibus	NO
Is required to undertake agriculture, horticulture or gardening work	NO
At risk from noise that might affect an employee's health (will be required to wear hearing protection)	NO
Will be exposed to vibration likely to be above the exposure action level.	NO
Prolonged or frequent exposed to hazardous substances such as machine generated wood dust, other heavy or excessive concentrations of mineral dust, solder flux or tar.	NO
Potential exposure to asbestos	NO
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	NO
May be exposed to lead or lead based products	NO
Food handling and preparation	NO
Will require a health assessment for regular night working	NO
Will be using Display Screen Equipment	YES
Other known risks – please detail	N/A
No known risks associated with this role	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: M CONNOLLY

Date: 21.4.22