## Job Description

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| **Job title** | Business Support Assistant/Courier |
| **Salary, Grade and SCP** | Grade 2 |
| **Service/Team** | Customer Enabling Service |
| **Responsible for staff/equipment**  | The post holder will be responsible for allocated vehicle and must ensure any actions are in line with the Fleet Services, Council Procedures and Insurance |
| **Main purpose of job**  | 1. To provide Business Support where additional technical knowledge is required, in accordance with developed systems, statutory procedures, legislation, corporate standard and policies.
2. Some transactional functions will be required, for example dealing with cheques, processing invoices or inputting financial data for service areas.
3. To attend meetings in order to produce accurate minutes. If required, liaise with the chair to amend the minutes accordingly.
4. To transport council related documents/small items between relevant sites in order to support service delivery.
5. May be required to work in a variety of locations covering different function as required by the Business Support Operational Manager.
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| **Key responsibilities**  | 1. Categorise and organise activities in line with the priorities provided by the Senior Business Support Officer or Operational Manager.
2. Analyse data, using given parameters or business rules, to provide conclusions or determine the appropriate service provision.
3. Ensure personal compliance with all regulatory and policy guidelines.
4. Escalate complex issues to the appropriate Senior Business Support Officer or Operational Manager.
5. May be required to work in a variety of locations covering different function as required by the Business Support Operational Manager.
6. Escalate any transport requests outside of the postholders remit.
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| **Key tasks**  | 1. Provide detailed, relevant and accurate information and support to customers and employees to inform decision making and support the efficient running of the service.
2. Create and amend data including financial information, records and reports using automated software or standard templates to meet data management and service monitoring requirements.
3. Carry out a range of technical, clerical, financial or transactional functions accurately to support the successful operation of the team or service.
4. Collect and deliver mail, paper records or any small items as instructed by the Business Support Operational Manager on a planned/ad-hoc basis
5. Attend meetings in order to produce accurate minutes. Liaise with the chair to amend the minutes accordingly.
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| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council. |