Post title	**Business Support Administrator**
Division / Section	Customer
Department	Resources
Responsible To	Business Support Officer
Number of post holders	**TBC**
Acting up/ Secondment	**No**

Purpose of Job

The Business Support Service provides comprehensive and flexible business support across the corporate functions of the organisation and to the four localities. The Business Support Administrator will provide general business support to our customers and service users.

MAJOR TASKS/JOB ACTIVITIES

Provide a reliable business support service through a variety of formats including; telephone, face to face, email, and online.

Work proactively to facilitate business support to the full range of services and activities.

Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.

Work within a team of business support staff dealing with customer's issues and service requests through provision of information, guidance, or progressing requests to wider council services.

Work within agreed timescales to meet legal and statutory obligations.

Deliver business support to customers and service users within the operating principles of business support.

Use appropriate systems to process service requests or updates for wider council services.

Work with all business support staff to support new initiatives and the strategic direction of the Council and ensuring that that all customer contact services are planned in a consistent manner in accordance with the Council's strategic objectives.

**Supervision and Management of People
(Numbers and type of staff)**

The Business Support Administrator will have no direct line management responsibility.

Creativity and Innovation

The post will require creativity in solving a range of customer contact problems and issues.

The post will be required to contribute and participate in developing and revising business processes to improve service standards.

Contacts and Relationships

The Business Support Administrator will be expected to liaise regularly and have ongoing contact with members of the public dealing with their various enquiries about Council services.

The post will be required to develop an understanding of the services being delivered.

The post will have a range of contacts, both internal and external, reflecting the varied nature and diversity of Council services and will resolve a range of issues.

Decisions (Discretion)

The post will make a range of decisions relating to the provision of business support services.

The post will ensure relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately.

The post will report to the Business Support Officer on issues relating to service provision.

Decisions (Consequences)

The post will ensure; all relevant details are accurately collated and recorded, locate information required, and provide clear and comprehensive responses which meet the needs of customers.

The post determines the most appropriate method of dealing with customers and ensures that the enquiry is dealt with appropriately.

The post ensures that work is kept up to date and work is prioritised.

Resources

The post will have shared responsibility for a number of systems and data.

The post ensures that all data, records, and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

Environment – Work Demands

The post may work with minimal supervision and will be responsible to Business Support Officer.

Environment – Physical

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Knowledge and Skills

The post will require knowledge and skills in a range of business support tasks at SVQ2 (or equivalent).

A detailed knowledge of relevant computer systems and an understanding of business support.

The post should be able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information.

Experience of working in an office environment with a demonstrated ability to meet targets is essential.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to take care for their personal health and safety and that of others who may be affected by their actions or inactions. The post is therefore required to carry out duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. The post is required to advise his/her line manager if he/she become aware of any unsafe practice or condition or if they have any other safety concerns and should comply with accident and near-miss reporting procedures.

If the post supervise, manage or lead other staff, they are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. The post will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. The post will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns they identify or that are brought to their attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(Attach structure - specific to area of operation).