

## **Job Description**

# **Business Support Assistant**

*Final*

*Date: August 2017*

<b>POST:</b>	Business Support Assistant (Regulatory Services)
<b>SERVICE:</b>	Regulatory Services
<b>SECTION:</b>	Support Services
<b>BAND:</b>	3
<b>REPORTS TO:</b>	Environmental Health and Planning Services Administration Manager
<b>RESPONSIBLE FOR:</b>	N/A
<b>TYPE:</b>	3) Preferred desk worker

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

### **MAIN PURPOSE**

The post holder will provide administrative support throughout Regulatory Services to help officers achieve their targets and responsibilities.

### **GENERAL INFORMATION**

Regulatory services covers a wide range of both statutory and non-statutory functions including Environmental Health, Licensing, Corporate Safety, Local Land Charges, Planning Development Management, Planning Enforcement and Building Control and serves residents and businesses from within and outside the borough. Although customer contact is mostly handled by the Customer Services Centre the business support unit have retained a variety of administrative, technical system and financial roles which support officers throughout Regulatory Services. You will be based in the Environmental Health and Planning Administration section giving business support to the service.

### **DUTIES**

Working mainly within established arrangements and methods, the post holder will be expected to act with minimal close supervision; adopting a flexible, adaptable and developmental outlook to the work areas; recognising and responding to the rapidly changing environment in which the team works.

1. To accurately input and be competent in the use of the Council's information technology systems which include FLARE, UNIFORM, IDOX, TLC, Cadcorp, Alchemy, Microsoft Outlook and Office and CRM systems.
2. To monitor the mailboxes/website portals and undertake the preparation, input, plotting, banking of cheques; uploading data for public access of applications to support officers meeting their target timescales.

3. To search UNIFORM, Alchemy, FLARE and other databases, for example to complete local land charge searches and history searches in order to support Regulatory services targets and timescales.
4. To monitor website portals, electronic and postal applications and prepare incidents and applications for officers to action and/or process and assist with the preparation and issue of resulting documents.
5. To undertake general administrative tasks such as typing, filing, photocopying, laminating, scanning, shredding, faxing, updating systems registering applications and preparing mailshots. To be responsible for maintaining and keeping tidy stationery cupboards, MFDs and specialised printers/scanners and other communal areas.
6. To ensure that postal services are provided for both internal and external mail and that all correspondence is recorded on the appropriate system as required and distributed to staff each day.
7. The post holder shall be required to communicate orally or in writing information (including occasionally information of a sensitive nature) to internal and external customers, often by using standard templates.
8. Undertake all the duties within the framework of Equal Opportunities.
9. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
10. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

## PERSON SPECIFICATION

<b>Position Title:</b>	Business Support Assistant	<b>Date Prepared:</b>	August 2017
<b>Department:</b>	Support Services - Regulation	<b>Band:</b>	3

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of office procedures and practices, with robust administration basis	✓		AF/I/T
1.2	Experience of dealing with people at all levels	✓		AF/I/T
1.3	Experience of team working as an effective team member	✓		AF/I/T
1.4	Excellent organisation skills including the ability to maintain hard copy and electronic filing systems.	✓		AF/I/T
1.5	Able to use Microsoft Work, Excel, Outlook and the effective use of databases.	✓		AF/I/T
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>WORKING WITH PEOPLE</b>			
2.1	<ul style="list-style-type: none"> <li>a) Demonstrates an interest in and understanding of others</li> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>	✓		AF/I/T
	<b>ADHERING TO PRINCIPLES AND VALUES</b>			
2.2	<ul style="list-style-type: none"> <li>a) Upholds ethics and values</li> <li>b) Demonstrates integrity</li> <li>c) Promotes and defends equal opportunities, builds diverse teams</li> <li>d) Encourages organisational and individual responsibility towards the community and the environment</li> </ul>	✓		AF/I/T
	<b>LEARNING AND RESEARCHING</b>			
5.1	<ul style="list-style-type: none"> <li>a) Rapidly learns new tasks and quickly commits information to memory</li> </ul>	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> <li>b) Gathers comprehensive information to support decision making</li> <li>c) Demonstrates a rapid understanding of newly presented information</li> <li>d) Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback)</li> <li>e) Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation)</li> </ul>			
6.2	<p><b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		AF/I/T
6.3	<p><b>FOLLOWING INSTRUCTIONS AND PROCEDURES</b></p> <ul style="list-style-type: none"> <li>a) Appropriately follows instructions from others without unnecessarily challenging authority</li> <li>b) Follows procedures and policies</li> <li>c) Keeps to schedules</li> <li>d) Arrives punctually for work and meetings</li> <li>e) Demonstrates commitment to the organisation</li> <li>f) Complies with legal obligations and safety requirement of the role</li> </ul>	✓		AF/I/T
7.2	<p><b>COPING WITH PRESSURES AND SETBACKS</b></p> <ul style="list-style-type: none"> <li>a) Works productively in a high pressure environment</li> <li>b) Keeps emotions under control during difficult situations</li> <li>c) Balances the demands of work life and personal life</li> <li>d) Maintains a positive outlook at work</li> <li>e) Handles criticism well and learns from it</li> </ul>	✓		AF/I/T
3.	<b>EDUCATION AND TRAINING</b>			
3.1	3 GCSE's Grade A* - C including English and Maths (or equivalent work experience)	✓		AF/I/T
3.2	NVQ Level 2 in Business Administration		✓	AF/I/T