

BUSINESS SUPPORT OFFICER

Role Profile



Title	Business Support Officer	
Grade	GRADE C	
Reference:	NI079	
Reports to:	Team Leader	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	To provide administrative and customer focused support duties across a range of departments, ensuring that all services provided to colleagues, managers and customers are efficient and effective.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Deal with enquiries, providing advice and guidance to customers (20%) Check applications, consider evidence, make decisions and produce documents based on set criteria (20%) Undertake routine planned administrative support to a range of teams across the council, including inputting information into relevant databases to support data quality (60%) 	Role measures <ul style="list-style-type: none"> Accuracy of work Work rate Turnaround time Customer satisfaction Customer compliments Justified complaints Information systems kept up to date with accurate data input
Key activities	<ul style="list-style-type: none"> Communicate with customers in a variety of ways as required e.g. face, online, over the phone, providing clear information about how to access services (25%) Book appointments, where required, according to local guidelines, supporting customers by clearly explaining the requirements to produce evidence to support applications and appointments, where necessary (20%) Accurately update information on relevant systems e.g. Academy, Civica, Carefirst (30%) Handle and process customer requests, data, payments etc. in a secure and confidential manner on daily basis e.g. financial transactions for chargeable services (20%) Proactively provide suggestions to the team on measures to improve the service in terms of efficiency, customer experience and best practice – supporting a continuous improvement ethos (5%) 	

	<ul style="list-style-type: none"> Undertake other duties appropriate to the grade of the post
Essential qualifications/knowledge	<ul style="list-style-type: none"> GCSE's A*- C (9-4) or equivalent in English and Maths A willingness to undertake appropriate learning and development as required
Desirable qualifications/knowledge	<ul style="list-style-type: none"> NVQ Level 2 or 3 Customer care qualification/training Basic knowledge of relevant legislation, policies and procedures
Essential experience	<ul style="list-style-type: none"> Experience of using Microsoft Software Packages e.g. Word, Excel, Outlook. Experience of giving information and signposting customers in a tactful and professional manner face to face, over the phone, online and in writing. Experience of providing an effective and efficient business support service to customers. Administrative experience with an understanding of office procedures. Experience of prioritising own workload to ensure deadlines are met. Experience of maintaining documents, records and data e.g. financial records, customer records or accounts.
Desirable experience	<ul style="list-style-type: none"> Experience of working on process improvements
Essential skills	<ul style="list-style-type: none"> Ability to take ownership of issues and see through to a resolution for customers, keeping them informed as required. Ability to process basic service requests. Customer care skills and the ability to show initiative when dealing with customer enquiries. Communication skills to provide information and signpost customers, some with specific communication needs, when dealing with their enquiries and complaints. Numeracy skills required for carrying out calculations and ensuring the accuracy of data. Literacy skills required including spelling, grammar and punctuation for dealing with letters, documents. Ability to be decisive and make criteria based decisions - weighing up evidence against set criteria. Team working skills and the ability to work together with colleagues to deliver a cohesive, joined-up service to customers. Time management skills to prioritise work appropriately, be punctual and meet deadlines in order to deliver a good service. Accuracy with a high level of attention to detail
Corporate standards	

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.