

FALKIRK COUNCIL



Job Profile

Job Title:	Customer and Business Support Assistant
Reporting to:	Customer and Business Support Section Lead
Responsible for Line Management of:	N/A
Your Job is to:	To provide customer focused, efficient and effective front line and business support within assigned functional area team(s).
Grade:	C
What you will do :	
Job Specific Tasks	
1. Implement continuous change to improve customer and business support activities and processes. 2. Operate as an effective member of the Customer & Business Support functional teams and sections. 3. Deliver a high quality, consistent, responsive and efficient customer and business support service through a variety of formats including written, telephone, face to face, email, online. 4. Undertake related clerical tasks, processes and activities to support customers in line with established procedures, working practices, policies, statutory and regulatory requirements. 5. Work with colleagues across all Services to ensure that tasks and activities are integrated with, and support, other relevant work in the Council to enhance and improve service delivery. 6. Contribute, on an ongoing basis, to the development and implementation of business support systems, processes and procedures. 7. Promote health & wellbeing and equality of opportunity, and tackle disadvantage and discrimination. 8. Interpret a diverse range of information and identify the most appropriate course of action to be taken or the need to escalate to their line manager. 9. Be responsible for ensuring compliance with relevant legislation, regulations, policies, procedures and other relevant conditions.	
Job Demands	
1. You will be working in a mobile/flexible working environment. 2. You will be required to plan and organise your own workload. 3. You will be required to work to deadlines.	

4. You will be expected to communicate well with colleagues and others.
5. You will have excellent written and verbal communication skills.
6. You will provide support services to internal colleagues.
7. You will be responsible for handling and processing information.
8. You will be responsible for moderately expensive equipment.
9. You will be required to maintain confidentiality at all times.

Health & Safety

1. Work safely and follow procedures.
2. Take care of own health and safety and that of others whilst at work.
3. Comply with the Council's Health and Safety Policy.
4. Help create and promote a positive health and safety culture.

Person Profile

Essential Education & Professional Qualifications & Memberships	Ideally you will have	How we assess this
• Excellent numeracy and literacy • SVQ Level 2 in Business Admin or equivalent		Application Form Qualification
Essential Skills, Knowledge & Experience	Ideally you will have	How we assess this
• Customer care skills • Previous office administration experience. • Experience working as part of a team. • Experience using MS office packages. • Customer care skills	• Analytical skills • Experience in data protection legislation. • Experience in working in Public Sector or political environment. • Effective time management • Gaelic language skills	Application Form Interview
Falkirk Council Values & Behaviours		How we assess this
• Demonstrates behaviours which are consistent with Falkirk Council Values (Responsive, Innovative, Trusted, Ambitious)		Application Form Interview