FALKIRK COUNCIL

make it happen
council of the future

Job Profile

Job Title:	Customer & Business Support Officer
Reporting to:	Customer & Business Support Team Lead
Responsible for Line Management of:	N/A
Your Job is to:	To assist Customer & Business Support Team and Section Lead(s) in providing customer focussed, efficient and effective front line and business support within assigned team(s). To ensure continuous change and improvement in the relevant team(s) through the effective implementation of processes and resources within assigned team(s)
Grade:	E

What you will do :

Job Specific Tasks

1. Support and implement continuous change to improve to structures, processes and procedures through the promotion of a culture of change and improvement, challenging the status quo and influencing of decisions.
2. Operate as an effective member of Customer & Business Support.
3. Undertake advanced administrative tasks, processes and duties to support customers in line with established procedures, working practices, policies, statutory and regulatory requirements.
4. Provide support to management to design, deliver, monitor and improve customer and business support activities and processes.
5. Contribute, to the development of team planning for Customer and Business Support.
6. Develop and promote strong relationships with colleagues across Services and external partners so that work is integrated with, and supports other relevant work in the Council to enhance and improve service delivery.
7. Manage own tasks and work schedules to meet service delivery objectives and seek advice from Line Manager to confirm priority work, where required.
8. Where appropriate, assist with the day to day management of designated teams, including allocating / scheduling work activities to meet service delivery requirements.
9. Contribute, on an ongoing basis, to the development and implementation of business support systems, processes and procedures.
10. Promote health & wellbeing and equality of opportunity, and tackle disadvantage and discrimination.

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 and that of others.
3. You will be required to work to deadlines.
4. You may be required to handle cash or process financial transactions such as invoices
5. You will delegate and allocate work to others.
6. You will be expected to communicate well with colleagues and others.
7. You will have excellent written and verbal communication skills.
8. You will provide support services to internal colleagues.
9. You will apply and ensure adherence to statutory regulations.
10. You will be responsible for handling and processing information.
11. You will be responsible for moderately expensive equipment.
12. You will be required to maintain up to date knowledge of relevant legislation.
13. You will be required to maintain confidentiality at all times.
14. You will be required to work as part of a team.

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 3 in Business & Administration or Customer Service or equivalent		Application Form Interview Qualification
Essential Skills, Knowledge & Experience	**Ideally you will have**	**How we assess this**
• Organisational skills • Customer care skills • Attention to detail • Excellent written and verbal communication skills • Relevant experience is required. • Experience working as part of a team. • Experience in data protection legislation. • Experience using MS office packages. • Previous office administration experience. • Experience of delivering excellent customer service • Experience of monitoring financial transactions	• People management skills • Ability to organise competing demands. • Experience in working in Public Sector or political environment. • Previous supervisory experience. • Experience managing a team. • Intermediate / advanced Microsoft Office training • Leadership / Management training • Ability to assist in the supervision and management of a team • 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