JOB DESCRIPTION – CORPORATE SERVICES

Post Title:	Business Support Assistant	Post Ref:
Service:	People Service	Grade 3
Responsible to:	Business Support Officer/Business Support Administrator	
Responsible for:		

JOB PURPOSE

As Business Support Assistant you will contribute to the delivery of a comprehensive business support service by undertaking a range of business support duties for the service.

PRINCIPAL WORKING CONTACTS

Staff of the Service and other Services.

Outside bodies and members of the public.

MAIN DUTIES

Digital tasks including input, maintenance and retrieval of information using a range of software packages.

Carry out tasks, processes and activities to support customers and the team in the delivery of the service.

Assist in the maintenance and updating of websites and systems to effectively promote the work of the service.

Process a range of financial documents e.g. orders, invoices, claim forms, resolving routine queries/anomalies and cash handling in line with the Council's financial procedures.

Scan and file documents in line with Council's record keeping procedures, ensuring compliance with digital methods of working.

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 and online, including, as required, a reception service.

Process the ordering, invoicing and payments of goods and services in accordance with agreed procedures.

Organise meetings as required, including the booking of rooms or venues.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Note: This is a generic job description which applies to all Business Support Assistants, G3. Whilst the specific nature of the duties to be undertaken by each job holder may vary in different Service areas, these duties will be of a similar nature and require the same level of knowledge and skills as those described above.

PERSON SPECIFICATION

POST TITLE: Business Support Assistant

DIVISION/DEPARTMENT SECTION: Business Support

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	3 National 4s equivalent (including English) Or Relevant experience of working in an office environment		Application form Reference
RELEVANT WORK/OTHER EXPERIENCE	Experience of inputting, maintenance and retrieval of information from various IT software systems Working knowledge of Microsoft Office packages including Office 365, Word, Teams and Excel		Application form Reference Interview
PARTICULAR SKILLS/ABILITIES	Good oral and written communication skills Numeric skills Accuracy and attention to detail Ability to work to tight deadlines Ability to work independently and use own initiative Good organisational skills	Cash handling	Interview Application form References
PERSONAL QUALITIES	Good interpersonal skills		Application form Interview References
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Flexibility, may be requested to work at different locations		