JOB PROFILE

Post Title: Customer and Business Support Assistant

Post No: A06074

The Customer and Business Support Assistant is part of the Business Support team and is responsible for providing the reception service at the Council's main headquarters, 8 North Ness.

Reporting to the Business Support Officer, the postholder will provide all aspects of reception service outlined below, acting as first point of contact for council staff, external organisations, service users and members of the general public. In doing so, the Customer and Business Support Assistant will be responsible for ensuring excellent customer service is delivered, in line with the Council's Customer First Charter and Organisational Values.

Specific tasks of the Customer and Business Support Assistant are:

- To receive all visitors to 8 North Ness in a courteous and friendly manner to ascertain the reason for their visit and to determine appropriate action.
- To act as a main point of contact for customers contacting 8 North Ness by telephone and ensuring callers are passed to the relevant member of staff.
- Sorting, logging and distributing mail, ensuring outgoing mail is processed and franked to meet postal deadlines;
- Logging all faults with the Buildings Maintenance Helpdesk.

Generic tasks of the Customer and Business Support Assistant are:

- Provide a customer handling and call service. Being first point of contact for visitors to 8 North Ness for all queries.
- Required to deal with members of the public, service users, external organisations, senior management and internal staff within the council. The nature of communication will sometimes be challenging, so influencing and negotiating skills will be required.
- Responsible for handling cash, cheque and card payments and processing payments on financial systems.
- Produce and maintain clear, concise and consistent procedures and guidance for reception processes.
- Undertake training and development as required to provide a high standard of customer care and service delivery.
- Monitor room bookings for the building.
- Providing information and initial advice on various aspects of services.
- Ensure the security of the safe, key cabinet and building at night and be responsible for the keys.
- Often dealing with members of the public who may be emotional, abusive or irate. Maintaining and updating spreadsheets.
- Accessing and logging reported faults on TF Web for 8 North Ness.

- Producing leaflets, posters forms and maintaining documents on interact.
- Maintaining the records management system, adhering to the Council's Retention and Destruction Schedule.
- Logging complaints on the Covalent system for Corporate and Executive Services as required.
- Undertaking photocopying for services, as required.
- Investigating printer and computer faults, resolving where possible or reporting issues to relevant helpdesk.
- Handling cheques, cash and preparation of monies for banking.
- Assisting the Business Support team where this is required.
- Updating content on the Council's intranet.

From time to time the Council may require the post holder to undertake duties outside those specified.

JOB PROFILE

Post Title: Customer and Business Support Assistant

Post No: A06074

This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment and selection process we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.

2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.

3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's values, please visit the Shetland Islands Council's website and search for 'Our Values'.

Additional post specific attributes are set out below;

	Essential	**Desirable**
Personal Features and Qualities	Professional and organised approach Capacity to work under pressure Mature approach Initiative and ability to plan own workload Capacity to work to competing priorities and deadlines Flexible and adaptable to change	Ability to work effectively, whilst being interrupted

Relevant Experience	Experience in dealing with the public	Experience of working in a reception. Use of office equipment, i.e. photocopiers, franking machine
Education	Possession relevant qualification(s) at SCQF Level 5 or equivalent OR previous proven experience in administration, clerical or business support type work of approximately 2 years	Trained in customer care skills
Skills, Abilities and Knowledge	Good communication skills, both written and oral Excellent IT skills, including word, excel, power point Ability to work as part of a team and across teams Ability to work quickly and accurately across a range of tasks Ability to apply standards consistently Ability to deal with difficult situations, e.g potentially emotional, abusive or irate customers Ability to maintain confidentiality at all times	Knowledge of services delivered by the council. Touch typing skills

Allowances: Distant Islands Allowance
Evaluated Grade: F
Date of Evaluation: 19/12/2013
PVG Membership: -
Disclosure Check: -
Date of Last Amendment: 01/04/2025