



## JOB DESCRIPTION

<b>POST:</b>	<b>BUSINESS SUPPORT OFFICER-Voids</b>
<b>DEPARTMENT:</b>	<b>Building Services DLO (Direct Labour Organisation)</b>
<b>REPORTING TO:</b>	<b>Customer and Business Support Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>No Line Management Responsibility</b>
<b>GRADE:</b>	<b>4</b>

## ORGANISATIONAL CONTEXT:

To co-ordinate and provide business support to Building Services for the effective delivery of all associated works closely working with operational staff, managers, contractors, partners and customers.

## MAIN JOB PURPOSE:

To provide a highly effective and innovative business support function to Building Services Voids Team within Babergh and Mid Suffolk District Councils (BMSDC).

To ensure that BMSDC meets its obligations and duties in respect of business support.

To work as part of a team, supporting colleagues and contributing flexibly to assist with fluctuating workloads and delivery to deadlines.

## DUTIES AND RESPONSIBILITIES:

- Provide Building Services administration support and office management to the Voids team.
- Process all business information, including data, to ensure Building Services fully meets its business obligations.
- Support with the collection and collation of information relevant to the service and interpret and analyse where appropriate.
- Respond to, and resolve where appropriate, telephone, face to face, e-mail and postal enquiries.
- Production and formatting of documentation including letters, reports and spreadsheets.
- Maintaining manual and electronic records, including data input and extractions.
- Support with the preparation and analysis of statistics, data, financial information or other Management Information.
- Taking responsibility for document and data management, including confidential filing.
- Assist in the compilation, administration, and monitoring of customer satisfaction data.
- Raising and processing work orders, purchase orders, invoices etc. from the Void Contractor and Void Surveyors.
- Input information into databases, ensuring accuracy, confidentiality and security.
- Invoice processing, including variation requests.
- Assist in ensuring KPIs are achieved, and any issues escalated when appropriate.
- Produce ad-hoc reports when required.

- Provide general business support to Void Contract Manager and Void Co-ordinator., including attending meetings and taking minutes when required.
- Assist in the monitoring of spend against budget.
- Manage workload and tasks within agreed timescales.
- Work collaboratively with other service and contractors to deliver a customer centric service.
- To collaborate with tenant and resident groups to enable our customers to have a voice in the delivery of the service.
- Perform general clerical duties as requested.
- To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.
- To undertake all duties with due regard to Health & Safety legislation.
- To undertake any other duties and responsibilities as required.

**Additional information**

- a) Does this job require a DBS check? **No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council’s statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

**PERSON SPECIFICATION**

**The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.**

<b>REQUIREMENTS</b> The post holder must be able to demonstrate:	<b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> (Academic, vocational/professional and other training)	
<ul style="list-style-type: none"><li>• NVQ 3 /ONC level or equivalent level of knowledge through experience</li><li>• A good standard of education with a GCSE (or equivalent) in English and Mathematics at level C or above or ability to demonstrate suitable work experience necessary for delivering the role.</li><li>• Level 2 Intermediate Excel or equivalent.</li></ul>	A

<ul style="list-style-type: none"> <li>Qualification in typing or keyboard skills desirable.</li> </ul>	
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g., report writing, office experience, Microsoft Office)</i>	
<p>Demonstrable business support experience.  Experience of having previously worked within a Repairs and Maintenance environment is desirable.  Computer literate with excellent literacy and numerical skills.  Good understanding of Microsoft packages, especially Outlook and Microsoft Excel (intermediate/advanced).  Demonstrable experience working in a multi-disciplinary project team.  Demonstrable experience in gathering, analysing, and interpreting complex technical data.  Experience of building maintenance terminology.</p>	A / I
<b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> <li>To be pro-active at all times, with a flexible, pragmatic approach to supporting and guiding colleagues and managers.</li> <li>To have the ability to build relationships with internal and external customers.</li> <li>To be able to operate independently representing a specialist area.</li> <li>To have the ability to prioritise conflicting demands when under pressure.</li> <li>Excellent written and verbal communication skills.</li> <li>To be able to communicate effectively, whether within a technical environment (of peers), or within an environment that requires the explanation of technical issues in plain English to the audience.</li> <li>To be able to consider and show respect for the views and opinions of others.</li> <li>Willingness to undertake training to meet changing needs.</li> </ul>	A/I
<b>BEHAVIOURS</b> Behaviours will be tested at the interview against the Council's values (further detail below)	
Empowering, valuing, and developing our people. Valuing our customers Being open and honest Taking ownership Being ambitious	I/TP
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	AI



# Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.	We care about delivering high quality, customer-focused outcomes with our communities and partners.	We are open, transparent and truthful.	We take pride in our work and take responsibility for our actions.	We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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