

Richmondshire District Council

Job Description

JOB TITLE	Business Support Officer	POST NUMBER	BUS SUPP 03 - 07
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MAIN PURPOSE OF JOB:

To provide administration and word processing support to meet the needs of the Customer Services & Business Support service plan and the administration needs of all Council Services.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

None

SUPERVISION AND GUIDANCE:

Reports directly to the Business Support Team Leader

RANGE OF DECISION MAKING:

Day to day operational issues concerning own workload.

RESPONSIBILITY FOR ASSETS, MATERIALS, ETC:

Responsibility for the typing and the handling of confidential material. Handling and reconciliation of monies.

RANGE OF DUTIES AND RESPONSIBILITIES

1. To support the achievement of the Council's objectives through the Customer Services & Business Support service plan.
2. Produce general correspondence, letters, reports, minutes, mail merges, statistical and graphical information etc using IT and a range of bespoke software packages.
3. To receive and respond to enquiries from customers, Councillors, other Council Services and external organisations. Handle telephone calls from the general public.
4. Input to and maintain databases.
5. Undertake general administrative duties e.g. filing of documents and correspondence, photocopying, registering of invoices, taking payments, preparation of information.
6. Achieve agreed policies, targets, quality standards and service improvements set by the Business Support Team Leader.
7. To train and support new starters to the team.

8. Production of purchase orders and invoices using the Council's financial management system, as required.
9. Receiving, carrying and storage of deliveries e.g. stationery.
10. Making appointments and arranging meetings.
11. The post is designated as being part of the Authority-wide administration group of employees. As such you may be required from time to time to undertake comparable duties in the team and other Units as determined by the Business Support Team Leader.
12. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy and all other corporate policies.

CONTACTS:

Members of the Public, Officers of the Council, Members of the Council, Visitors to the Council, External Suppliers, Professional Bodies

SPECIAL CONDITIONS OF SERVICE: None
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COMPILED BY: Liz Smith REFRESHED BY: Carole Dew	ASSESSMENT DATE: March 03 REFRESHED DATE: 21.04.16
COMPILED DATE: December 03	ASSESSED BY: John Stafford
	POST GRADE: Grade 5

Job Description agreed by postholder.....Date.....