

Richmondshire District Council

Resource Service

Job Description

JOB TITLE	Senior Business Support Officer	POST NUMBER	BUS SUPP 02
------------------	--	--------------------	--------------------

MAIN PURPOSE OF JOB:

To provide administration and word processing support to meet the needs of the Resource Service business plan and the administration needs of other Services. To support the Business Support Team Leader and deputise in their absence.

SUPERVISORY/MANAGERIAL RESPONSIBILITIES:

Ongoing supervision of Business Support Officers and general supervision in the absence of the Business Support Team Leader.

SUPERVISION AND GUIDANCE:

Reports directly to the Business Support Team Leader.

RANGE OF DECISION MAKING:

Day to day operational issues concerning workload.

RESPONSIBILITY FOR ASSETS, MATERIALS, ETC:

Responsibility for the typing and the handling of confidential material.

RANGE OF DUTIES AND RESPONSIBILITIES:

1. To support the achievement of the Council's objectives through the Business Support service plan and supporting action plan.
2. Produce general correspondence, letters, memos, reports, minutes, statistical and graphical information and legal documentation etc using IT and audio equipment and a range of software packages.
3. Creating/designing of leaflets, posters, booklets etc
4. To receive and respond to enquiries from customers, Councillors, other Council Units and external organisations. Handle telephone calls from the general public.
5. Input to and maintain databases.
6. Maintain the Services staff monitoring systems e.g. holidays & sickness.
7. Undertake general administrative duties e.g. filing of documents and correspondence, photocopying, preparation of information.

8. Achieve agreed policies, targets, quality standards and service improvements set by the Business Support Manager.
9. To train and support new starters to the team.
10. Production of orders and invoices using the Council's financial management system, as required.
11. To support the Team Leader in the organisation and prioritisation of workloads for the team and to deputise in their absence.
12. Receiving, carrying and storage of deliveries.
13. Making appointments and arranging meetings.
14. The post is designated as being part of the Authority-wide administration/clerical 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.
15. To demonstrate an acceptance of and commitment to the Council's Equalities and Diversity Policy.

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:

COMPILED BY: Simon Fletcher	ASSESSMENT DATE:
COMPILED DATE: July 06	ASSESSED BY: John Stafford
	POST GRADE: Grade 6

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