



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Business Support Officer - Waterside	<b>Role Profile Number:</b> AO00074
<b>Grade/Salary:</b> L	<b>Date Prepared:</b> March 2017
<b>Directorate/Group:</b> Streetsmart	<b>Reporting to:</b>

### Job Purpose

To act as a first point of contact for Swindon Borough Council and their partners/clients at Waterside Depot.  
To offer an effective first point of contact for all customers to find either a first time resolution or to ensure that the customer can be signposted to the correct service area  
Provide a standard of administrative support that is flexible and accessible to the whole of Streetsmart

### Key Accountabilities

- To support the administration of the garden waste service, this involves preparing operational reports, such as bin delivery and sticker delivery lists. Monitoring direct debit payments and processing failed payments. Responding to enquires and maintaining customer records via specialist software applications such as WM Collections and JADU Citizen Portal.
- To support the administration of SBC internal and schools waste collection, this includes processing monthly invoicing and resolving billing queries. Issuing annual Controlled Waste Transfer Notices. Processing Traded Services orders setting up collection arrangements in liaison with operational management and monitoring the c waste inbox to resolve customers missed collections
- To support the administration of all other Streetsmart areas when required, including specialist software applications such as Confirm, and Jadu & WM Collections
- To manage the ordering and replenishing of the 4 stationary cupboards ( Housing, Streetsmart, Street Lighting and Waterside BSU) of the 50 core products and to make sure that all printers have a store of paper for use
- To make sure that all visitors are issued a Hi Vis vest and have been signed in and are collected from the main entrance, this includes all Public Power Solutions & Recycling Technologies visitors.
- To make sure that the meeting rooms around Waterside are fit for purpose and report any faults/issues to the Business Support Lead
- To answer routine phone calls and face to face enquiries, dealing with messages.
- To deal with customer complaints and have the ability to manage often irate and difficult customers
- To make sure all post internal and external is distributed to staff across the site, collecting all out going

post for collection back to the main campus.

- To monitor the following inbox [watersidebsu@swindon.gov.uk](mailto:watersidebsu@swindon.gov.uk) of all mail
- Support staff with all MFD issues around the site and to be able to sort minor problems before escalating to the support team.
- To maintain the 9 SBC notice boards, ensuring that they are kept up to date with relevant information and all have a standard look and feel in line with SBC branding
- To support the front door collections for all Hire Vehicles that are booked for SBC Staff
- To take financial payments (cash, cheque PDQ) on behalf of Swindon Borough Council. To process and issue receipts for all income received from the public and any other officers.
- To check payments received are correct and to balance and account for all remittances at the end of the day. To follow corporate financial procedures and undertake daily cashing up and weekly banking. To file all financial information to ensure that there is compliance with audit.

### **Supplementary Accountabilities**

- To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

### **Knowledge & Experience**

- Demonstrable experience of using key MS Office products eg Word, Excel and Outlook
- Demonstrable experience of using specialist ICT systems for managing information
- Demonstrable experience of working with minimum supervision of a wide range of procedures and processes

### **Qualifications**

- Educated to G.C.S.E Level in English and Maths Grade A to C or equivalent

### **Decision Making**

- Ability to prioritise own work load to ensure all tasks are completed within given timeframes
- Ability to make basic day to day decisions on administrative process

### **Contacts and Relationships**

- Daily contact with all SBC visitors/clients including PPS & Recycling Technologies
- Part of the wider Business Support Team across Waterside

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p>	<p><b>Budget Holder:</b></p> <p><b>Responsibility:</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p>
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**Other Key Features of the role**

This role is based at the Councils depot in Cheney Manor – it is office based but it is located within a busy operational environment

**Data Protection:** In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name::</b>
<b>Date:</b>	