

<b>Job Title:</b> Business Support Administrator	<b>Role Profile Number:</b> AO P/A
<b>Grade:</b> K <b>Salary:</b>	<b>Date Prepared:</b> June 2016
<b>Directorate/Group:</b> Resources – Customer & Business Services	<b>Reporting to:</b> Business Support Team Leader
<b>Structure Chart attached:</b>	No

**Job Purpose:**

To work as part of the Business Support Service Centre providing administrative support to a wide range of service areas throughout Swindon Borough Council.

Assisting with the team's daily workload, flexibly undertaking work tasks as required, to ensure service delivery is maintained and deadlines are achieved.

Keep abreast of business support administrative tasks, processes, procedures and responsibilities.

**Key Accountabilities:**

Key accountabilities cover, but are not limited to, the following:

- Order stationery and other authorised goods via I-procurement or corporate card as appropriate.
- Taking and distributing minutes from appropriate meetings.
- Word processing including IUC/PACE tapes.
- Assistance with sending out and collating results from satisfaction surveys.
- Assistance with sending mail-shots and other fulfilment requests from internal customers and members of the public; these will generally be via Lagan.
- Maintain filing systems and retrieve files as appropriate. This function may need to be done within the locality of relevant departments.
- Standard scanning and indexing. This function may need to be done within the locality of relevant departments.
- Invoice processing including logging, passing for authorisation and referral to Finance.
- Collate and input data into the appropriate computer systems.
- Receive requests for information in any format from members of the public, local businesses, colleagues and councillors, concerning the work of the Planning, Building Control or Transport areas and record such contact on the appropriate database(s).
- Assist in the distribution of incoming post and internal leaflets.
- Receive code and pay in income received into the team.
- Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions in accordance with the provision of the Health and Safety at Work etc. Act 1974.

- Be aware of, and behave in accordance with, Swindon Borough Council's Equalities policies. This will include a commitment to welcoming and valuing the diversity and ensuring that no-one will receive less favourable treatment or be discriminated against on the grounds of race, nationality, gender, sexual orientation, religion, impairment, age or social situation.

**NOTE:**

The Key Accountabilities are intended as a general guide to the duties attached to this post and is not an inflexible specification. It may therefore be altered from time to time to reflect changes to service requirements, however, this will be in consultation with the post holder.

<b>Qualifications:</b>	<p>The ability to work from technical and scale drawings is essential, as is the ability to calculate fees based on technical specifications.</p> <p>GCSE (Grade B or higher) in one or more of the following: English Language, I.T, Mathematics or in the absence of formal qualifications, relevant work experience.</p> <p>Experience of using on a daily basis computerised systems: including MS office Excel, Word, Outlook &amp; any in house systems.</p> <p>Good customer service skills and inter-personnel skills, attention to detail delivering administrative tasks.</p> <p>Good office administration experience including compiling documents and reports in both Word and Excel and using databases to collate data.</p>
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<b>Skills:</b>	<p>Good communication and interpersonal skills</p> <p>Team player</p> <p>Good customer services</p> <p>Flexible approach to work duties and the ability to work well within a team.</p>	
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**Working Conditions:**

Office based

**Decision Making:**

Ability to prioritise own workload to ensure all tasks are completed within given timeframes

**Contacts and Relationships:**

**Creativity and Innovation:**

Due to the nature of the work there are constant procedure changes. This can be as simple as database upgrades, which require changes to be made to everyday actions.

Problem solving, including with electrical and multimedia equipment, service user enquiries and liaising with other departments.

There can also be changes within the law, which need to be incorporated into our working practices.

All these changes need to be documented and distributed throughout the working team.

Have the ability to be proactive and come up with ideas to improve the way the service is delivered.

### **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

#### **Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people?"

#### **Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

#### **Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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 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.

#### **Employee Signature:**

**Print Name:**

**Date**

#### **Line Manager's Signature**

**Print Name:**

**Date:**