

Job Description

Job Title	Service Support Officer
Grade	Band F
Reporting To	Service Support Manager
JD Ref	BUS0272G

Purpose

Work to well defined business support standards and processes to perform a range of straightforward and complex tasks including taking and making telephone calls; interrogating enquiries and work queues; updating colleagues and customers; checking and verifying information; data input and photocopying; with due regard to confidentiality and Sensitivity.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Service support duties & responsibilities:

- Undertake business support processes including more detailed and/or sensitive reports and correspondence, providing reports and statements as requested by managers with due regard to confidentiality (and safeguarding).
- Contribute to the running of the relevant systems ensuring performance targets are met by the Service Areas and that all complaints/enquiries are responded to within agreed timescales.
- Input, extract and manipulate information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria, this will include producing bespoke and more complex reports to ensure that regulations and procedures are followed correctly.
- Responsible to ensure relevant process and systems are in place to provide reports for the monitoring of performance targets.

Communication and Engagement:

- Respond to enquiries/complaints to internal and external customers.
- Responsible for regular communication taking place with senior managers across the service area to ensure all Councillor and MP enquiries are responded to within the agreed timescale.
- Provide advice, guidance and exchange of information with customers, business partners and others on business processes, operational service issues and outcomes.

- Inbound and outbound contact with customers, including the public, suppliers and Members, in response to enquiries and advice on business processes and outcomes.
- Develop constructive working relationships with colleagues including Director/Assistant Director and Heads of Service and customers on a daily basis.
- Assist in the training and mentoring of colleagues within the Service Support Team ensuring all training notes are up to date.
- Provide advice and guidance and exchange information with senior leaders, customers, business partners and others on business processes and operational service issues and outcomes.

Data Analysis and Decision-Making:

- Input, extract and manipulate information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria, this will include producing bespoke and more complex reports to ensure that regulations and procedures are followed correctly.
- Ensure that business transactions and document management is timely, accurate and in compliance with Council policy and procedures and legislative requirements.
- Ensure that Performance Management targets/deadlines are met.
- Responsible to ensure relevant process and systems are in place to provide reports for the monitoring of performance targets.
- Regularly operate and accurately maintain and update business support systems (electronic and manual) on a daily basis, including customer service, work queues and asset databases
- Provide Monthly Performance figures for Delivery Service Dashboards.
- Contribute to the development and improvement of business support/systems by sharing ideas, identifying problems and offering possible resolutions.
- Apply knowledge and understanding of the specialist area in order to determine an appropriate course of action that produces a consistent and accurate result.
- Provide advice and support to colleagues and act as a point of escalation for more complex, contentious and sensitive issues.
- Routinely processing, personal and confidential data.
- Ensure financial procedures and processes are followed in accordance with changes in legislation.
- May escalate complex problems to line manager but endeavour to research and resolve independently.
- Apply knowledge and understanding of the specialist area in order to determine an appropriate course of action that produces a consistent and accurate result.

Finance:

- Responsible for receiving payments, arranging refunds via Finance team and sending invoices to internal and external suppliers, this includes collating complex financial information and costs. Amounts may be between £5,000 - £10,000 per week.
- Process recharges to public for various reasons. Invoice amounts may be £5,000 per week.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.



Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- 5 GCSE A to C, NVQ Level 2 or equivalent in a relevant subject.

Knowledge & Skills

- Excellent Literacy and numeracy skills
- Excellent interpersonal and communication skills.
- Demonstrate a comprehensive understanding of business support processing procedures.
- Knowledge of relevant specialist legislative requirements relating to business support or the Councils services.
- Understanding of confidentiality requirements.
- Demonstrate the ability to analyse information and make an appropriate decision on a course of action.
- Demonstrate comprehensive IT skills e.g. use of Microsoft Office etc.
- Able to work to deadlines.
- *Desirable – Knowledge and experience of working in local government.*

Experience

- Experience of data input entry to business support systems.
- Experience of working in a customer service or office environment.
- *Desirable - Excellent communication skills when dealing with both internal services and external bodies.*
- *Desirable - Knowledge and experience of working in local government transactional environment.*

Additional Information

- Work hybrid, with a flexible working approach to accommodate service needs.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Jane Hodgkiss Service Support Manager
Date Of Approval: 1/10/25

