

Job Description and Person Specification

Job Title	Business Service Assistant
Job Grade	NCC grade C
Reports to	Business Services Team Leader
Direct Reports	None
Other Resources	LAPTOP
Role Purpose	To support the Business Services Manager to provide a robust and comprehensive administration support service to the Construction, Repairs and Maintenance directorate.
Key Accountabilities	• To provide a robust and comprehensive administrative support service to the team including responding to correspondence, inputting and accessing computerised information and maintaining accurate and concise manual records. • To assist in the process of dealing with customer complaints in accordance with the procedure. • To make and receive calls and respond to telephone queries from internal and external customers; taking responsibility for action to resolve issues/concerns raised. • To effectively use a range of computer packages and office equipment such as photocopying machines and scanners to support the work and deadlines of the directorate. • To maintain and update appropriate computerised systems/ spread sheets for the service area as and when required. Produce associated statistics and reports as directed by the Business Services Manager. • To assist with the induction and training of new colleagues relating to systems or administrative procedures and report progress to the line manager. • To collate, accurately update and produce performance management reports using both computerised and manual systems as required. • To manage individual performance in order to achieve service area and company targets. • To promote excellence in the delivery of a customer focussed service. • To ensure that operational processes and procedures are adhered to.

	• To contribute to the effective running of the directorate through attendance at meetings and training events as required. • To ensure that legal, statutory and any other relevant provision governing or affecting the directorate are strictly observed. • To maintain up to date tenant profile information and ensure confidentiality of customer information within Data Protection and any other relevant legislation and guidelines. • To raise any concerns identified and/or report discrepancies with an appropriate manager. • Responsible for dealing with escalated calls from customers and colleagues and resolving issues reported including feeding back to the customer in a timely manner. • To raise all purchase orders and requisitions for the Construction, Repairs and Maintenance directorate, in accordance with financial regulations and agreed tendered contract rates. To obtain the requisite number of quotations and monitor the performance of suppliers reporting issues to the line manager to ensure best value is achieved. • To provide systems support function such as setting up users. Identify and report system failures. • Under the supervision of the Business Services Manager, be the first point of contact to rectify mobile device faults problems such as loss of internet connection, incorrect date setting, low memory and follow correct procedure for replacement device in event of a breakdown. • Monitor and manage repairs held on a task list i.e. checking that materials have been received for jobs or where another trade is required to complete work. • To occasionally be responsible for acting as a Works Planner in addition to your own workload in times of sickness, annual leave and flexi. • To support the Repairs Service Manager with monitoring, recording and maintaining attendance records and timesheets, both electronically and manually for the service area as and when required. • Other duties which are broadly consistent with the job description and level of the post; as directed by a supervising officer; the responsibility
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	level of any other duties should not exceed those outlined above. GENERIC RESPONSIBILITIES: • Demonstrate and promote excellent standards of customer care in the context of Nottingham City Councils' vision, goals and values, to uphold the equality and diversity policy and to participate in training activities necessary to your post and putting our citizens first through the delivery of best value services • Adherence to standing orders and financial regulations and health and safety standards. • Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through tenant involvement activities.
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Created:

Signed and agreed by the post holder:

Date:


PERSON SPECIFICATION – Business Service Assistant

Requirements	Essential – E /Desirable - D
Experience and knowledge	
Working with computerised and manual office systems	E
Communicating directly with customers and members of the public	E
Ability to work effectively under pressure and organise and prioritise work to meet deadlines and key performance indicators.	E
Providing administrative functions	E
Work effectively as part of a team.	E
Able to demonstrate commitment to a good quality customer service/ good work ethics e.g. timekeeping, reliability, manners	E
Extraction of statistical information using computerised systems e.g. Microsoft Office	E
Demonstrate a good standard of numeracy and literacy both verbally and in writing	E
Demonstrate an awareness of the service provided by Nottingham City Council Housing Services	D
Demonstrate an awareness and understanding of health and safety issues.	D
Demonstrate an understanding and a commitment to Nottingham City Councils' Equality and Diversity Policy.	D
Skills and Abilities	
Good interpersonal skills, and the ability to communicate effectively including active listening and questioning.	E
Able to understand and interpret instructions.	E
Ability to present written or verbal information in a clear and concise manner	E
Proficient use of Microsoft Office programmes	E
Ability to work on own initiative and work in a fast moving environment	E
Qualifications	
Maths, English and ICT GCSE or equivalent or willing to work towards a relevant qualification.	E
N.V.Q Level 2 in Business Administration, Customer Service or an ICT discipline or equivalent experience	E

Behaviours	
Self-motivated	E
High levels of professional and personal integrity	E
Positive, professional attitude to getting things done	E
Focused on reaching resolutions to issues	E
Ability to work effectively as part of a team	E
Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Councils' equality and diversity policy	E
Ability to challenge discriminatory attitudes, statements and behaviour	E