Business Support Assistant - Licensing & EH

JE Code: JE2261

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | Environment & Property  |
| **Reports to:** | Senior Business Support Assistant  |
| **Job Family** | BA |
| **Grade:** | D |
| **Political restricted** | N |
| **Date:****JE Code:** | June 2021JE2261 |

**Key Deliverables**

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| **1.** | To have a clear understanding and ability to work to policies, legislation and procedures and to act appropriately should areas of concern arise.  |
| **2.** | To ensure all data collection requirements are met and data is inputted in line with agreed timescales |
| **3.** | To maintain confidential records and filing, both manual and electronic, to ensure efficient and effective storage and retrieval of information |
| **4.** | To ensure that purchase orders and sales invoices are processed in accordance with the Council’s finance procedures including the use of the Council’s electronic finance system. This will involve taking electronic payments and monitoring petty cash accounts.  |
| **5.** | To co-ordinate receipt and response to Freedom of Information requests received by Regulatory Services |
| **6.** | Assist in the organisation of meetings and events including booking venues, issuing invitations, reports and taking notes using standard format |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | NVQ level 2 in administration or equivalent substantial experience of working within an administration position |
| **2.** | Good understanding and experience of using computer applications, particularly Microsoft Office programmes,  |
| **3.** | Substantial experience in a relevant customer focused environment.  |
| **4.** | Excellent customer service skills and the ability to get the most out of every contact with users. |
| **5.** | Being able to organise own workload |
| **6.** | Ability to communicate clearly with a confident manner |
| **7.** | To have a proactive approach to supporting users of Regulatory Services through advice, guidance and assistance and signpost where relevant/necessary. |
| **8.** | Ability to work on own initiative and co-operatively as part of a team. |
| **9.** | Flexible approach to work and a readiness to accept change |

Job Family

Business Administration

Grade D

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role Characteristics

At this level posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

### The knowledge and skills required

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

### Thinking, Planning and Communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other Council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision Making and Innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

### Areas of responsibility

The work carried out by job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and Demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Job holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.