

Epsom & Ewell Borough Council

Role Profile

Role Title:	Business Support Officer
Job Family:	Technical
Service:	Digital & Service Transformation
Location:	Town Hall
Reporting To:	Business Support Supervisor

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To provide effective support and administration for a number of technical and professional services across the Council. To maintain the high standards required and meet statutory regulations.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture</p>
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Main Duties and accountabilities

<p>Service Specific</p>	<p>Act as first point of contact for all internal and external customers and provide expert knowledge and guidance on all areas covered by Business Support.</p> <p>Manage the co-ordination, availability and accessibility of paper and electronic files for all service areas that Business Support cover.</p> <p>Monitor and respond to emails from various mailboxes to ensure all internal & external customers receive timely responses.</p> <p>Use knowledge and experience to make daily balanced and effective decisions in line with Council policy</p> <p>Have a full understanding of the ICT systems that Business Support use and to ensure these systems remain updated with relevant, accurate information.</p> <p>Responsible for scanning, indexing and processing of incoming Correspondence, for all areas of Business support.</p> <p>Ability to deal with challenging, aggressive and antisocial behaviour on a daily basis, both face to face and over the telephone/POF system</p> <p>Attend internal & external meetings representing Business Support & the council as required</p>
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Initiate and contribute to all corporate and department projects to ensure where possible they are completed on time and to budget

Escalate any complaints in line with the Councils Customer feedback policy

Compile highly accurate statistics & spreadsheets using data collected from different systems across the Council.

Subscriptions Manage resident subscriptions within agreed SLAs (new applications, renewals, cancellations and amendments).

Parking – Notice processing Respond to all online and paper appeals at all stages of the appeals process within service SLAs and statutory guidelines. Use a high level of accuracy and experience to ensure Up-to-date and relevant legislation is always used when making decisions

Parking – RPZ & Car Park permits Issue and manage parking permits for staff, Council Members, businesses, residents (RPZ and visitor permits) and regular users of our car parks. Issue accurate and up to date invoice requests. Manage the relationship and administration of the large volume commercial parking contracts with businesses in the Borough,

Parking POF Ensure safe and efficient use of the barrier controlled car parks and machines by our customers.

Respond to calls for help through the intercom and in person in the car parks when required (broken machines and barriers, refilling of tokens).

Parking TPT Analyse, upload and maintain evidence on the TPT website. Use knowledge & experience to represent the Council at hearings ensuring that previous decisions and rulings are taken into account.

Parking – Debt Reg Progress cases to be registered with Northampton County Court before being exported to the Bailiffs. Use in-depth knowledge to ensure each case meets the statutory requirements before being registered.

Venues Process and manage bookings (one-off and annual bookings) for sports pitches, pavilions, astro-turf, Harrier Centre and Open spaces. Issue hire agreements, T&Cs and invoice requests.

Infectious Diseases For all notifications of infectious diseases suffered by residents of the borough, ensure information is recorded promptly and accurately on database. Correspond confidentially with customer

FOI admin

Monitor the FOI mailbox on a daily basis. Respond in a timely manner to all FOI requests, liaising with relevant service areas to ensure all deadlines for requests are adhered to and the information provided is accurate and relevant. Ensure all requests and related paperwork and correspondence is electronically recorded in a logical manner

LGO

Liaise with the LGO and work with CS and BS Managers and the relevant service areas. Ensure all requests for information from the LGO are dealt with accurately, within the timescales provided where possible and that all paperwork and correspondence is electronically recorded in a logical manner

Assist the Business Support Assistants with duties if required, including locking and unlocking the building

<p>Generic Duties</p>	<p>Delivery</p> <ul style="list-style-type: none"> • Achieves individual targets and objectives to support the delivery of service plans • Provides work statistics to section timescales. • Maintains a good knowledge of service in order to give correct advice to customers. • Deals with enquiries regarding service related matters • Ensures an efficient service is given whilst being polite, courteous and understanding • Complies with the Council's complaints procedure <p>Process</p> <ul style="list-style-type: none"> • Adheres to service related processes and manages workload to deliver services • Constantly review procedures to ensure efficient working • Keeps abreast of changes to service related legislation • Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations <p>One Team</p> <ul style="list-style-type: none"> • Communicates in a clear and concise manner • Liaises with other services across the Council • Liaises with outside bodies where necessary • Contributes to effective teamwork
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<p>The key decision making areas in the role</p>
<p>Business focused - making quick effective decisions that balance the customers' requirements with the requirements of the service and organisation</p> <p>Prioritising the workload to ensure that customer deadlines & group targets are met</p> <p>Working efficiently and accurately under pressure whilst dealing with constant Interruptions and changing priorities</p> <p>Understanding and implementing all relevant up to date legislation and policies</p>

Continuous improvement – constantly assessing the ways in which new technology software and the re-engineering of processes could improve the efficiency, resilience and service delivery

Discretion in decision making when dealing with unexpected problems/situations

Maintaining strict confidentiality at all times and adhering to current GDPR legislation and service guidelines on the use of data

Developing plans and strategies to deal with Business support projects and other service area projects.

Collaborating and sharing best practice with other service areas to achieve maximum resilience and efficiency

Customers and contacts

All residents, All staff, Elected members, government departments and agencies, Local businesses, Service providers, housing associations, community groups, volunteers & volunteer groups, external agencies such as Enforcement agents, TEC and TPT.

Dimensions of the role

Financial

- Reconciling payments for fines, certain subscriptions and services such as RPZs and car park permits
- Raise invoice requests for certain service areas as required

Non-financial

- All Council Services supported by Customer services & Business Support
- At times dealing with difficult and abusive customers
- Extensive cross training and best practice sharing of processes within the team

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good standard of education with strong skills in numeracy & literacy	E	X	X
Knowledge and Experience			
Proven experience of providing a high standard of customer care in a fast-paced environment with substantial experience of working in a customer focused organisation	E	X	X
Proven experience of excellent problem solving and listening and questioning skills, with the ability to manage challenging situations	E	X	X
Experience of using IT Microsoft Office, CRM databases & telephony systems and administrative procedures in a customer focused organisation	E	X	X
Skills			
Ability to deal with all inquiries and work as a productive member of a team with multiple priorities and deadlines	E	X	X
Ability to take ownership of problems, identifying and delivering a satisfactory resolution for all parties	E	X	X
Proven ability to communicate appropriately and effectively with clarity both orally and in writing.	E	X	X
Proven ability to work with a high level of accuracy and attention to detail with minimum supervision in a pressurised environment	E	X	X
Innovative and flexible enabling you to adapt to changing priorities in the working environment.	E	X	X
Highly self-motivated, organised and methodical, able to manage own workload whilst working to deadlines	E	X	X
Ability to analyse and interrogate data	E	X	X
Additional Requirements			
Must be legally entitled to work in the UK	E	X	X
The current hours worked are 36 per week worked on a rotational basis between 0800 and 1800, Monday to Friday (current working hours between 0900 and 1700 however you need to be available to work between 0800 and 1800 Monday to Friday)	E		X