

## JOB DESCRIPTION

<b>POST TITLE:</b>	<b>Business Support Officer (CAPs)</b>
<b>POST TITLE:</b>	<b>HP26</b>
<b>GRADE:</b>	<b>D</b>
<b>RESPONSIBLE TO:</b>	<b>Property Services Office Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Providing effective and efficient business support administration</b>
<b>LIAISON WITH:</b>	<b>Elected Members and Officers, Members of the public, business associates</b>

### **KEY CORPORATE ACCOUNTABILITIES:**

1. To provide effective and efficient business support administrator services for the Corporate Property and Commercial Assets service.
2. To support the development, management and delivery of the Council's Capital Strategy Asset Management and Business Plan.
3. Assist Property Services Managers in the development, maintenance and review of systems, procedures and internal control mechanisms, in accordance with statutory requirements and professional standards.
4. To support our Climate and Sustainability programme.

### **KEY SERVICE ACCOUNTABILITIES:**

1. Skills and knowledge to use and manage ICT systems to support all Property Services, providing information to support managers and responding to customer enquiries.
2. To help members of the public, businesses and stakeholders who call into Phoenix House to solve problems they may be experiencing with the service and procedures. Assessing and prioritising service requests, case management, including recording all transactions for the service on supporting work flow programs (such as CRM and CAPS), and procedures and, where necessary, escalating the call to a relevant team.
3. To support the Climate and Sustainability Specialist in projects, communication with teams and councillors, and data gathering such as for the Climate Action Plan, energy use and carbon footprint reporting.
4. To provide administration duties as required by the Bereavement Services Supervisor, such as dealing with bereavement bookings and enquires from businesses and the public.

5. Booking of parks for events and ensuring booking forms are complete and returned with the correct information required.
6. Knowledge of the play area, land drainage and roads and paths database to input recent inspection information.
7. Use of the Facilities Services desks to update any requests from internal departments for Property Services to arrange maintenance.
8. To support the Corporate Manager/Property Services Team and assist with daily work load.
9. To arrange provision of all service area purchasing and delivery of goods. In-depth knowledge of supporting financial and procurement ordering systems, including internal stationery and specialist equipment supplies.
10. Deal with customer's comments and complaints and resolve them to avoid escalating any further.
11. To be responsible for maintaining a level of competence in the use of new technology and programs, as required by the service.
12. To work with other support services, such as Customer First and ICT, to provide smooth functioning of administration and support of the service, and to provide cover when required.

#### **OTHER DUTIES:**

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

#### **HEALTH AND SAFETY:**

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

#### **RISK MANAGEMENT:**

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Corporate Manager or Senior Manager.

#### **DATA PROTECTION:**

It is the responsibility of the post holder to ensure that the section's requirements for compliance with Data Protection legislation are met.

#### **SINGLE EQUALITY SCHEME:**

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

**SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:**

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

**MID DEVON DISTRICT COUNCIL’S REQUIRED COMPETENCIES**



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

## PERSON SPECIFICATION

### Property Services Business Support Officer



	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• RSA II in word processing or equivalent experience.</li> <li>• NVQ 2 in Business and Administration or equivalent skills</li> <li>• Good standard of education</li> <li>• Demonstrable evidence of working in a busy office environment</li> <li>• Case load management</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in Environmental Services technical support</li> <li>• NVQ 3 in Business and Administration</li> </ul>
<b>Knowledge and Expertise:</b>	<ul style="list-style-type: none"> <li>• Competence of using Microsoft Office Suite</li> <li>• Word/PowerPoint</li> <li>• Access/Excel/Publisher</li> </ul>	Experience using: <ul style="list-style-type: none"> <li>• CAPS</li> <li>• CRM</li> <li>• ArcGIS</li> <li>• Or related systems</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Experience using financial management and/or ordering systems.</li> <li>• Accurate</li> <li>• Numerate</li> <li>• Literate</li> <li>• Organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Web page management</li> <li>• Electronic document management and mobile working</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Capable of working on own initiative</li> <li>• Excellent communication skills both verbal and written</li> <li>• Ability to deal with all customers and sensitive/challenging situations</li> <li>• Strong customer service skills</li> <li>• Team Player</li> <li>• Flexible approach to work and ability to respond to deadlines</li> <li>• Reliable</li> <li>• Flexible problem solving approach to duties</li> <li>• Capable of prioritising and organising workload</li> <li>• Committed to equality of opportunity and understanding of diversity issues</li> </ul>	<ul style="list-style-type: none"> <li>• A keen interest in environmental sustainability.</li> </ul>

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<ul style="list-style-type: none"> <li>• To have an awareness of Health &amp; Safety</li> <li>• To have an awareness of Risk Management</li> </ul>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Knowledge of the Equality and Diversity act.</li> </ul>	