

JOB SUMMARY

Post Title	Business Support Assistant						
Job Family	<i>Business Support</i>	Pay Range	3	Line Manager to others?	No	Role profile ref	BS03
Service Area	<i>Business Centre – Operational Support</i>						
Line Manager	<i>Nikki Sampson</i>						
Location	<i>County Hall, Newport</i>						

Job Purpose
To provide administration duties in support of the Revenues & Benefits function and other areas of the Business Centre as required.

- Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**
6-8 bullet points max
- Opening and sorting incoming post
 - Enveloping documents and reconciling in preparing for mail despatch
 - Scanning & Indexing all correspondence and electronic notices
 - Recording cheque and cash payments
 - Maintain the service database by accurately recording relevant information and creating new benefit applications
 - Recording new properties, and processing sensitive information from the Registrar's office
 - Monitoring and recording the council's utility bills and resolving queries
 - Raising queries in relation to incorrect council invoices received

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples.	Essential	Desirable
Practical experience within the relevant working environment.	<i>Able to provide evidence of office experience working in an administration role. Possess good planning and organisational skills. Able to work as part of a team and a willingness to respond to changing circumstances and expectations.</i>	E	
Working knowledge of relevant processes and systems.	<i>Experience working with a Document Management system Received documents, applications, correspondence are recorded and processed correctly. Has an understanding of Data Protection</i>	E	
Knowledge of the service provided in own area.	<i>Basic knowledge of the Revenues & Benefits service Accurate and relevant information is provided to customers and managers</i>		D
ICT skills including use of Microsoft applications.	<i>Word, Excel, Outlook, Accurate and complete information is recorded in the correct format.</i>	E	
Good verbal and written communication skills.	<i>Can undertake clear and accurate written and verbal communication with colleagues and senior members of staff</i>	E	
Numerate and accurate with attention to detail.	<i>Able to work to tight deadlines with a high degree of accuracy. Ability to prioritise workloads to ensure deadlines and outcomes are achieved</i>	E	
Understanding of how to deal with	<i>Demonstrates a proactive, helpful approach.</i>	E	

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customers appropriately.	<i>Possess a good telephone manner. Maintains confidentiality</i>		
Qualifications			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Educated to GCSE	<i>Minimum of 4 GCSE's at Grade A-C including Mathematics and English</i>	E	
Other Requirements			
At times may be expected to work in other locations			
May require relevant certifications including evidence of fluency in English language.			
Organisation Structure (optional)			