



Ipswich Borough Council Job Description: J74b

Business Support Officer

Main Purpose of Job

To support and assist the Senior Business Support Officer, Development & Public Protection Operations Managers and the Head of Development & Public Protection to ensure the effective and efficient administration of all Grafton House, Development & Public Protection operational areas.

Main Duties

1. Hold administrative rights for Uniform system. Process and provide information for legal statements as required. Create and update administration and data input procedures. Responsible for the design, upload and maintenance of Development & Public Protection information on the Council's web site. Create customised Crystal reports. Retrieve data and statistics to provide information for Performance Monitoring, Freedom of Information requests and returns to Professional Bodies. Devise and maintain electronic databases and spread sheets. Input data and update computer systems with information relating to Building Control Applications. Commercial Premises, Service Requests, Infectious Diseases, Pest Control and other Environmental functions ensuring accurate, prompt processing to meet service area performance targets.
2. Issue Pest Control contracts, taking into account corporately agreed fees. Assist the dog warden with micro-chipping.
3. Examine technical architect's plans using measuring equipment to calculate dimensions and areas to determine decision for validation. Calculate application fees. Update and upload statistical information and public registers as approved by senior officers. Create, maintain and administer document and procedure templates in Document Management systems.
4. Receive and where possible resolve customer queries, providing a comprehensive administration and advise service to external customers and internal employees. To include agreed response to face to face, telephone and written enquiries and service requests, following IBC policies and procedures and referring to officers as necessary. Book appointments and allocate work to officers.
5. Carry out the financial administration for Development & Public Protection. Investigate the best price for goods. Responsible for raising and approving requisitions, purchase orders and invoices. Goods receipt supplies and services. Undertake credit card transactions. Receipt, record and prepare income for banking. Paying in cash deposits at the bank. Interrogate financial systems to assist in the monitoring of expenditure and income. Provide financial information on request. Process officer training and travel requests.
6. Assist in the implementation and provision of training to work experience students when necessary. Carry out the induction of new employees. Carry out DSE assessments.
7. Carry out house filing and appropriate culling of files. Prepare, send, log and retrieve documents to and from archive. Photocopy, scan and fax documents. Log and distribute all correspondence. Process external post. Prepare agendas and minute meetings.

8. Work within project teams to develop and improve Development & Public Protection particularly administrative systems.
9. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Ipswich Borough Council
Person Specification –

BUSINESS SUPPORT OFFICER

ENVIRONMENTAL SERVICES - BUSINESS SUPPORT

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> ▪ GCSE's level C (or equivalent) to include English and Maths 		<ul style="list-style-type: none"> ▪ Application ▪ Certificates
Relevant experience	<ul style="list-style-type: none"> ▪ Experience of working in an office ▪ Experience of dealing with the public in person and on the phone ▪ Competent keyboard skills with accuracy of inputting and transferring data ▪ Proven IT skills in relation to word processing and spreadsheets - data input analysis and presentation ▪ Ability to analyse databases and other statistical information ▪ Experience of writing formal letters relating to services provided ▪ Demonstrate ability to interpret and follow procedures and to provide requested information 	<ul style="list-style-type: none"> ▪ Good working knowledge of all Microsoft Windows applications ▪ Minimum of 2 years experience of working in office environment ▪ Good working knowledge of Agresso or similar financial system ▪ Knowledge of DSE regulations ▪ Broad knowledge of the Ipswich area 	<ul style="list-style-type: none"> ▪ Application ▪ Test ▪ Interview
Specialist Knowledge			
Personal skills	<ul style="list-style-type: none"> ▪ Ability to deal with people at all levels ▪ Good written and verbal communication skills ▪ Ability to work as part of a team ▪ Ability to make decisions based on own judgements ▪ Demonstrates a flexible work attitude to meet requirements of the service ▪ Ability to carry out work under pressure and maintain standard of work ▪ Demonstrates ability to work with minimal supervision ▪ Proven ability to work to meet deadlines ▪ Ability & willingness to share knowledge with colleagues 	<ul style="list-style-type: none"> ▪ Demonstrates willingness to work with others to help achieve service requirements ▪ Ability to undertake research and compile statistics 	<ul style="list-style-type: none"> ▪ Application ▪ Interview
Other Requirements			