



Ipswich Borough Council
Job Description: **I95**

BUSINESS SUPPORT ASSISTANT

MAIN PURPOSE OF JOB

To assist Business Support Team Leader/Manager to ensure the effective administration of Housing Services.

MAIN DUTIES

1. To answer and deal with basic telephone calls, emails and letters relating to Housing Services, referring to officers as necessary.
2. Assist with maintaining and update records and statistics, both manual and electronic.
3. To carry out all basic administrative functions as required and defined by the Business Support Team Leader/Manager.
4. To provide financial support as required and defined by the Business Support Team Leader/Manager.
5. Process all straightforward building-related invoices for payment, including raising purchase orders, checking and inputting receipts and invoices for materials. Assist in the resolution of queries regarding invoices.
6. Assist with regularly producing and maintaining outstanding and disputes list.
7. Undertake any other basic administrative work required by Business Support Team Leader/Manager.
8. To support the co-ordination of training for Housing Services, all Housing Services complaints, freedom of information requests, and the delivery of operational IT support function.
9. To support the data collection and preparation activities for production of all financial and performance reports.
10. 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.



**BUSINESS SUPPORT ASSISTANT (CAREER GRADE)
HOUSING MAINTENANCE & CONTRACTS/HOUSING SUPPORT
SERVICES**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> ▪ Educated to GCSE level pass in minimum of two subjects, including English/equivalent 		<ul style="list-style-type: none"> ▪ Application ▪ Certificates
Work Related Experience / Job Related Skills	<ul style="list-style-type: none"> ▪ Experience in dealing with the public in person and on the phone ▪ Demonstrates competent keyboard skills with accuracy of inputting and transferring data ▪ Ability to interpret and follow procedures and to provide requested information ▪ Experience of formatting documents and writing formal letters relating to services provided 	<ul style="list-style-type: none"> ▪ Experience of working in office environment ▪ Basic working knowledge of all Microsoft Windows applications ▪ Experience of maintaining and analysing databases and other statistical information ▪ Experience in relation to word processing and spreadsheets - data input analysis and presentation 	<ul style="list-style-type: none"> ▪ Application ▪ Test ▪ Interview
Specialist Knowledge			
Personal Skills	<ul style="list-style-type: none"> ▪ Experience of dealing with people at all levels over the telephone ▪ Good written and verbal communication skills ▪ Ability to work as part of a team ▪ Ability to make decisions on own judgements ▪ Demonstrate flexible approach to meet requirements of the service ▪ Ability to work to meet deadlines 	<ul style="list-style-type: none"> ▪ Proven ability to carry out work under pressure and maintain standard of work ▪ Ability to work with minimal supervision 	<ul style="list-style-type: none"> ▪ Application ▪ Interview
Other Requirements			



Ipswich Borough Council
Job Description: **J15**

BUSINESS SUPPORT OFFICER

MAIN PURPOSE OF JOB

To assist Business Support Team Leader/Manager to ensure the effective administration of Housing Services.

MAIN DUTIES

9. To answer and deal with telephone calls, emails and letters relating to Housing Services, referring to officers as necessary.
10. Maintain and update records and statistics, both manual and electronic.
11. To carry out all administrative functions as required and defined by the Business Support Team Leader/Manager.
12. To provide financial support as required and defined by the Business Support Team Leader/Manager.
13. Process all building-related invoices for payment, including raising purchase orders, checking and inputting receipts and invoices for materials. Assist in the resolution of queries regarding invoices.
14. Regularly produce and maintain outstanding and disputes list.
15. Undertake any other administrative work required by Business Support Team Leader/Manager.
16. To support the co-ordination of training for Housing Services, all Housing Services complaints, freedom of information requests, and the delivery of operational IT support function.
9. To support the data collection and preparation activities for production of all financial and performance reports.
10. 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 – J15

**BUSINESS SUPPORT OFFICER (CAREER GRADE 10)
HOUSING MAINTENANCE & CONTRACTS/HOUSING SUPPORT
SERVICES**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> ▪ Educated to GCSE level pass in minimum of two subjects, including English/equivalent 		<ul style="list-style-type: none"> ▪ Application ▪ Certificates
Work Related Experience / Job Related Skills	<ul style="list-style-type: none"> ▪ Experience of working in an office ▪ Experience in dealing with the public in person and on the phone ▪ Demonstrate competent keyboard skills with accuracy of inputting and transferring data ▪ Demonstrate ability to interpret and follow procedures and to provide requested information ▪ Experience of writing formal letters relating to services provided ▪ Proven IT skills in relation to word processing and spreadsheets - data input analysis and presentation ▪ Ability to maintain and analyse databases and other statistical information 	<ul style="list-style-type: none"> ▪ Basic working knowledge of all Microsoft Windows applications 	<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 over the telephone ▪ Good written and verbal communication skills ▪ Ability to work as part of a team ▪ Ability to make decisions on own judgements 	<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
Personal Skills cont..../	<ul style="list-style-type: none"> ▪ 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 		<ul style="list-style-type: none"> ▪ Application ▪ Interview
Other Requirements			