



Ipswich Borough Council  
Job Description: K74c

## **Business Support Officer**

### **Main Purpose of Job**

To assist the Business Support Team Leader/ to ensure the effective administration of Housing, Environmental Health and Community Services.

### **Main Duties**

1. To provide full administrative support to the Service Group including: managing post (including scanning); updating documentation and ICT systems; raising purchase orders and invoices, goods receipt supplies and services and undertaking purchase through corporate credit card.; producing documentation and booking appointments for customers; allocating work to Officers and resolving customer queries
2. To issue pest control contracts and assisting Dog Wardens with micro-chipping.
3. To receive/process/check/co-ordinate Right to Buy applications – including arranging valuations, corresponding with solicitors, calculating entitlement to discount, initiating fraud investigations, dealing with general enquires in person, by phone and email.
4. To carry out administrative and financial duties relating to leasehold management – including calculating annual charges: ground maintenance, door entry, communal electricity, window cleaning, Community Caretaking services,
5. To assess the eligibility of residents for Disabled Facilities Grants – carrying out complex means testing by phone and dealing with enquires
6. To provide support for elements of the Choice Based Lettings allocations process including responding to client's messages, following up incomplete applications and producing/ distributing weekly newsletters
7. To arrange rent deposit payments, credit checks, issuing invitation letters to homeless applicants, completing and submitting mandatory government returns
8. To manage and update the wages/annual leave system for Maintenance and Contracts operatives, calculating weekly payments and callout payments, adding labour costs, managing mobile working, dealing with pay-related enquiries.

Process all building related and other invoices for payment, including raising purchase orders, checking and inputting receipts and invoices for goods and materials. Assist in the resolution of queries regarding invoices.

9. To carry out inductions for all new staff and maintain/ ensuring the confidentiality of personnel files
10. To manage trade operative's diaries and responsive repairs scheduling, including scheduling Community Caretaker visits. Controlling all appointed work including day and emergency response jobs, dealing with phone enquiries from trade operatives, tenants and CCC staff, providing technical advice, support, and information. Creating processes and workflows for trade operatives to comply with ISO accreditation, managing van and stores stock takes
11. 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  
HOUSING SUPPORT SERVICES**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ 1 A Level or 5 GCSE's, or an NVQ Level 3, or 2 years qualitative experience.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Certificates</li> </ul>
<b>Work Related Experience / Job Related Skills</b>	<ul style="list-style-type: none"> <li>▪ Experience in dealing with the public in person and on the phone</li> <li>▪ Demonstrate ability to interpret and follow procedures and to provide requested information</li> <li>▪ Experience of writing formal letters relating to services provided</li> <li>▪ Ability to maintain and analyse databases and other statistical information</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in a local government environment</li> <li>▪ Experience of building construction or maintenance administration</li> <li>▪ Experience of Environmental Health administration</li> </ul>	<ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Test</li> <li>▪ Interview</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Demonstrate competent keyboard skills with accuracy of inputting and transferring data</li> <li>▪ Proven IT skills in relation to word processing and spreadsheets - data input analysis and presentation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working with Electronic Document Management systems</li> <li>▪ Experience of working with Customer Relationship Management (CRM) systems</li> </ul>	
<b>Personal skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to deal with people at all levels over the telephone</li> <li>▪ Good written and verbal communication skills</li> <li>▪ Demonstrate willingness to work with others to help achieve service requirements</li> <li>▪ Demonstrates a customer-focussed and responsive approach that improves service delivery</li> <li>▪ Ability to make decisions on own judgements</li> <li>▪ Demonstrates a flexible work attitude to meet requirements of the service</li> <li>▪ Ability to carry out work under pressure and maintain standard of work</li> <li>▪ Demonstrates ability to work with minimal supervision</li> <li>▪ Proven ability to work to meet targets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to undertake research and compile statistics</li> <li>▪ Experience of working in a performance managed environment</li> <li>▪ Experience of managing your time to achieve targets</li> </ul>	<ul style="list-style-type: none"> <li>▪ Application</li> <li>▪ Interview</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>▪ Must be able to work flexible hours between 8am and 5pm Monday to Friday</li> </ul>		

