IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: K74c

Business Support Officer

Main Purpose of Job

To assist the Business Support Team Leader. To ensure effective administration for all Maintenance & Contracts teams, maintaining all asset compliance works, processing purchase orders/invoices, calculating callout payments, and supporting the delivery of Repairs Services by dynamically scheduling resources on bespoke ICT systems.

Main Duties

1. To provide full administrative support to Maintenance & Contracts Service producing and updating documentation on the ICT systems for the support and delivery of high quality responsive repairs work, also including managing complaints, recording facilities compliance works, staff signage, fire alarm call point testing, vehicle waiver requests, assisting with testing for ICT upgrades, electronic filing, managing post/scanning/laminating raising purchase orders and invoices, goods receipt supplies and services and undertaking purchase through corporate credit card; and resolving customer queries.

2. . To administrate work orders for external subcontractors in relation to responsive repairs using bespoke IT systems. This includes raising work orders, inputting data, answering internal and external queries, liaising with the caretakers and sub-contractors. Ensuring jobs are raised with correct standard minute values, kept within contractor targets and jobs closed down efficiently meeting all KPI targets. Cover until 5pm on a rota basis to assign out of hour emergency repairs to the operatives on call.

3. To manage and update the wages/annual leave system for Maintenance and Contracts operatives, calculating weekly callout payments, adding labour costs to the IT system, managing mobile working, dealing with pay-related enquiries, and liaising with Payroll for payment purposes

4. To maintain/upgrade Asset Management IT system of circa 8,000 Social Housing properties within Ipswich. Raising property stock asset details, recording all certificates and legislative compliance checks relevant to each individual property. Providing reports on property stock items when required.

5. Process by raising purchase orders/invoices for Maintenance & Contracts for goods and services provided, including all Stores invoices relating to stock items and other specialist requisites for payment purposes on bespoke financial

systems Checking and inputting receipts, accurately using correct cost codes and undertaking purchase through the corporate credit card payment system.. Resolving any queries regarding invoices/statements with suppliers and Finance teams

6. To carry out site inductions for visitors conducting repair or maintenance work to the Layard House depot. Assist with carrying out inductions for all new staff and update/maintain ensuring the confidentiality of staff personnel files for GDPR purposes.

7. Preparation and assist with administration on IT system, updating all stock records for six monthly Stores Stocktakes including counting goods on shelves within the Stores environment. Reconcile and accurately recording operatives van stock levels, raising new van details and resolving any anomalies on a twice weekly basis.
8. Assist with the collation of certification and maintenance documentation in line with the service contracts and frequencies for the Layard House depot. Assist with updating the compliance dashboard. Other tasks include but are not limited to, assisting the Disabled Adaptations team with administrative tasks, sending letters to tenants following ‘no access’ appointments and keeping the Damp and Mould compliance data up to date in line with the requirements of Awaab’s Law.

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
HOUSING SUPPORT SERVICES

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	▪ 1 A Level or 5 GCSEs, or an NVQ Level 3-, or 2-years qualitative experience.		▪ Application ▪ Certificates
Work Related Experience / Job Related Skills	▪ Experience in dealing with the public in person and on the phone. ▪ Demonstrate ability to interpret and follow procedures and to provide requested information. ▪ Experience of writing formal letters relating to services provided. ▪ Ability to maintain and analyse databases and other statistical information	▪ Experience of working in a local government environment ▪ Experience of building construction or maintenance administration ▪	▪ Application ▪ Test ▪ Interview
Specialist Knowledge	▪ Demonstrate 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	▪ Experience of working with Electronic Document Management systems ▪ ▪	

Personal skills	▪ Ability to deal with people at all levels over the telephone. ▪ Good written and verbal communication skills ▪ Demonstrate willingness to work with others to help achieve service requirements. ▪ Demonstrates a customer-focussed and responsive approach that improves service delivery. ▪ Ability to make decisions 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 targets.	▪ Ability to undertake research and compile statistics. ▪ Experience of working in a performance managed environment ▪ Experience of managing your time to achieve targets	▪ Application ▪ Interview
Other Requirements	▪ Must be able to work flexible hours between 8am and 5pm Monday to Friday		