



## Job description

**Job title:** Business Admin Support

**Post No:**

**Grade:** 4

**Directorate:** Connecting and enabling communities

**Reports to:** Senior mentor (Case Management team leader)

### **Purpose of the job**

To provide support for targeted work in the community. To support the Case Management Teams ethos of service delivery, providing a comprehensive and flexible service for all staff and visitors. To provide a full range of administrative services within the team and Phoenix House.

### **Main areas of responsibility**

To participate in the production of regular detailed and quality management information relating to performance management and to act as appropriate. To record and maintain customer contact information, using appropriate systems, to assist with enquiry handling and provide accurate management information statistics.

To work closely with the Council's officers and managers to achieve maximum results within the performance management targets. To work collaboratively with partners and customers and to utilise partnership services where further assistance required in the areas of Substance Misuse, Mental Health, Digital Skills, Money Management support etc.

To promote, facilitate and assist in the development of the Council's corporate and strategic approach to service delivery and develop and implement a customer focussed philosophy towards the provision of the Council's services.

To be compliant with all Council policies, statutes and regulations and to assist in the development and improvement of manual and computerised procedures and systems to ensure maximum efficiency in line with determined quality standards and performance indicators.

To promote Phoenix House services within specific target areas, resulting in increased referrals and take up of the service. This will also include co-ordination of the referrals from initial engagement.

To provide administrative support within the Case Management Team and associated projects. This will typically include correspondence, room bookings,

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raising invoices / purchase orders, and evidence documentation from customers.

To support targeted promotions and events (both on and offline), including all marketing and communications for such events.

To contribute to the Social Media effort (Twitter, Facebook, and YouTube) to ensure a positive image of the Council's work is delivered and to support the Case Management Team with targeted promotions and events.

To deal with members of the public, Officers, Councillors, visitors to Phoenix House. To receive visitors in a professional, efficient, and courteous manner creating a good first impression. always Promoting the Council's customer care policy through these relationships.

To be responsible for all incoming post and deal with appropriately. This will also include securely handling incoming cheques and passing them to Finance.

To deal with incoming calls and referrals to the Case Management Team and be efficient, professional and exercise the highest level of integrity when dealing with personal and sensitive information whilst acting in accordance with the Data Protection Act.

Answer queries and provide accurate messages from business, customers, and partners and to ensure that they are dealt with promptly and accurately, with diplomacy and discretion.

Manage room bookings within the building, including ensuring that rooms are set up appropriately for each user and cleared after use, are clean, tidy, pleasant, and welcoming to visitors and that refreshments are supplied as required.

Hold keys in a secure manner for various offices/cupboards and manage a laptop booking system.

To assist in the emergency evacuation of the building, if required, including taking a roll call of all staff and visitors (full training will be provided).

To actively contribute to a positive team environment by working as a member of the Housing and Communities Directorate, whilst also maintaining relationships with back-office teams.

When required provide training or transfer knowledge to colleagues or other members of staff as detailed in the Training Plan or as directed by a manager.

To ensure that all noticeboards, leaflets, and information available to customers within Phoenix House is professional and up to date.

To understand that the nature of the work may involve work outside of normal working hours and be proactive in attending training courses, seminars or meetings whilst embracing Continual Professional Development.

## Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.

- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

## **Health and Safety**

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

## **Equality**

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

## **Criminal background check**

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



## Person specification

During your career, you will have had experience of dealing with vulnerable service users as the first point of contact and you will be able to evidence high-quality interpersonal skills for dealing with a wide range of customers with varying degrees of need alongside professional visitors. You will be comfortable when working with issues of conflict and confrontation and you will be able to diffuse difficult situations using tact and diplomacy.

You will be creative and deliver imaginative approaches to event coordination, and income generation alongside your line manager.

You will be able to actively contribute to a positive team environment as a member of the wider Housing and Communities Team, whilst also maintaining relationships with multiple Council Services.

You will have previous experience of working within a customer service environment and you will have an awareness of Local Authority customers and their requirements.

You will have experience of supporting project work and working under pressure to meet tight deadlines.

You will have extensive experience of general office responsibilities and the need for maintaining confidentiality.

You will have an understanding of the issues facing unemployed people or those with low skills as well as an understanding and awareness of issues which may have an impact on the lives of individuals such as domestic abuse, mental health difficulties, substance misuse and poverty.

You will have an understanding of the impact of discrimination on the lives of those that experience social exclusion and be able to communicate with people from diverse backgrounds.

You will have a firm understanding of the need to record the outcomes of interventions and how these are set against objectives and expected outcomes.

You will be a self-motivator, with an efficient and professional manner and be capable of demonstrating initiative and the ability to work with minimal supervision.

You will be able to motivate and inspire colleagues from a range of agencies to work together in the best interests of individuals and the wider community.

You will be able to demonstrate excellent written and oral communication skills including the ability to produce reports maintain records and provide data for monitoring purposes as well as being able to update a range of Social Media platforms.

Ideally, you will have demonstrable experience of working within or alongside the voluntary and community sector, ideally within a Public Service environment.

You will be committed to Council policies including Equalities, Safeguarding, Health & Safety and Customer Service.

**QUALIFICATIONS.**

Minimum of GCSE grade C in English & Mathematics

Ideally you will have an NVQ level 2 Customer Services or Business Administration, although this is not essential.