

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Apprentice Business Support Officer</b>		
<b>Service:</b>	Environmental Services	<b>Directorate:</b>	Environment
<b>Post No:</b>	334018940	<b>Grade:</b>	
<b>Responsible to:</b>	Team Leader – Business Support	<b>Responsible for:</b>	N/A

<b>Key Objectives:</b>	
1	To undertake a variety of administrative tasks associated with the work of the waste collection and street cleansing department based at the depot in Towcester.
<b>Principal Duties and Responsibilities:</b>	
1	To provide efficient support to the operational team including processing of works orders and service requests.
2	To provide general administrative support including; receiving and issuing letters and information, reconciling invoices, data entry, updating files, maintaining records, handling confidential material, liaison with internal and external customers.
3	To be proficient with all IT packages relevant to the department (Bartec, Jadu, ERPG) including interrogating and inputting information and producing reports.
4	To raise accounts, process payments and issue receipts for householders and businesses.
5	To gather information and complete corporate data returns in line with agreed policies and timetables including weighbridge tickets and sickness returns.
6	To receive visitors, answer general queries (in person and by telephone) and ensure adequate office/reception cover is maintained.
7	To maintain records of working time, leave and other absence.
8	Assist with the collection and collation of data for FOI and Data Protection enquiries and maintain data records.
9	To support project work including arranging meetings, gathering and distributing papers, gathering information and maintaining project documentation.
10	To provide efficient scanning and document management processes.
11	To order, maintain and monitor office suppliers.
12	To undertake other duties as directed from time to time consistent with the responsibilities and grading of the post.

## PERSON SPECIFICATION

	Essential		Desirable	
<b>Qualifications</b>	1	Numeracy and English to GCSE/'O' Level Standard.		
<b>Experience</b>	2	Experience of working in an operational environment.	1	Experience of compiling reports on performance.
	3	Experience of working with a wide variety of internal and external customers.	2	Experience and understanding of waste and cleansing services.
	4	Experience of financial systems and taking payments.	3	Previous experience of Bartec, ERPG or Jadu.
<b>Knowledge</b>	5	Good knowledge of IT packages sufficient to use the Council's main software applications and Microsoft Office.	3	Geographical knowledge of the area to enable effective planning of work and booking of appointments.
<b>Skills</b>	6	Excellent customer care skills.		
	7	Ability to work independently and use initiative.		
	8	High levels of accuracy and data quality.		
	9	Able to communicate well with all types of people and customers.		
	10	Able to organise meetings and take accurate minutes.		
<b>Job Description and Person Specification created/updated by:</b>				
<b>Elly Attwood</b>			<b>in:</b>	<b>May 2021</b>