

# Job Profile comprising Job Description and Person Specification

## Job Description

|                                                                          |                                                                            |
|--------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Job Title:</b> Business Information Officer                           | <b>Grade:</b> Scale 6/SO1<br>Fixed Term (12 months) - Full Time (36 hours) |
| <b>Section:</b> Rent Collection Service                                  | <b>Directorate:</b> Finance                                                |
| <b>Responsible to following manager:</b><br>Business Information Manager | <b>Responsible for following staff:</b><br>N/A                             |
| <b>Post Number:</b> POS001319                                            | <b>Last review date:</b> February 2023                                     |

### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

### Job Purpose

To provide administrative and business support for the Rent Collection Service IT and telephony platforms ensuring continuity of service and delivering efficiency gains through system enhancements.

## Specific Duties and Responsibilities

### Scale 6

- Assisting staff with basic IT queries and training
- Logging calls with corporate IT regarding system/network problems, telecoms faults and project work
- Responsible for reviewing Direct Debit and Bank payers accounts for notification letter of changes
- Responsible for bulk print and scheduled letters
- Correspondence indexing from RCS mailbox
- Responsible for the raising of purchase orders and processing of invoices through the Council's procurement system, including liaising directly with suppliers, and dealing with queries resulting from price/quantity mismatches
- Responsible for ordering of office equipment and stationery
- Assist with delivering service improvements, projects, implementation and testing, training of staff and production of guidance material for staff, in conjunction with the Business Information Manager
- Updating the services website as directed by the Business Information Manager
- Amendment/creation and uploading of system generated letters. Assisting with the editing/uploading of letter files to external contractors for printing
- Produce monthly statistics and reports, to be circulated to the service and management team
- Maintains an up-to-date inventory of the services IT equipment
- Assists Business Information manager with creation of new escalation policies
- Assists Business Information manager in the planning and delivery of projects, including system upgrades
- Assists management in preparation of information for internal/external audit

### SO1

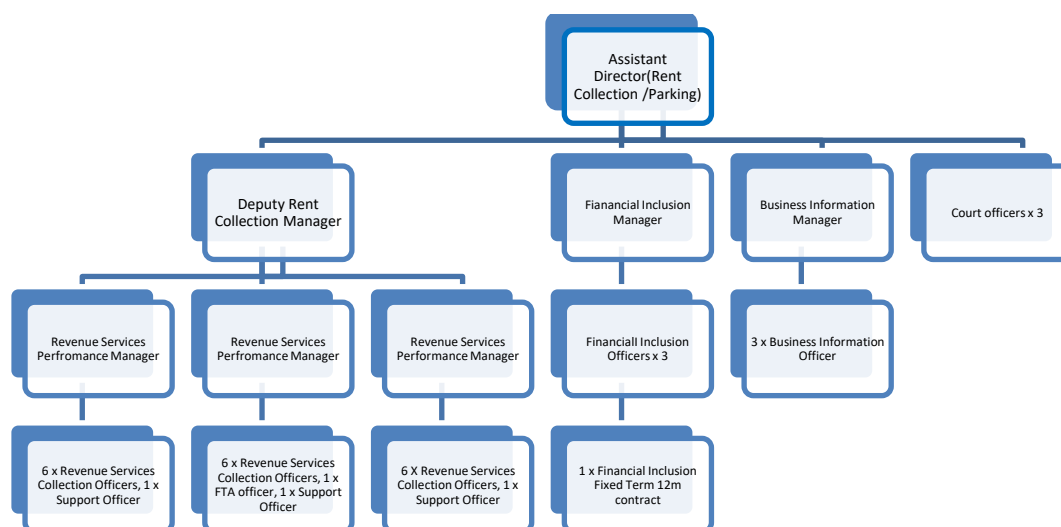
- Creates ad hoc reports and data extractions as required by the Assistant Director
- Collaborates with Property Accounts for end of year rent increases and carries out required actions for tenant notification
- Analyses data and recommends system improvements to gain service efficiencies

## Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.

- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

## Team structure



## Person Specification

|                                                     |                                                                            |
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| <b>Post Number:</b> POS001319                       | <b>Last Review Date:</b> February 2023                                     |

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

| Person Specification Requirements                                                                                                                                                    |           |           | Assessed by<br>A/I/T/C<br>(see below for<br>explanation) |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|----------------------------------------------------------|
| Knowledge                                                                                                                                                                            | Essential | Desirable | Assessed                                                 |
| Knowledge of Microsoft Office programs (Excel, Word, Access, etc.)                                                                                                                   | ✓         |           | A/I/T                                                    |
| Knowledge of procurement/purchasing systems                                                                                                                                          |           | ✓         | A/I                                                      |
| Fully aware of Council's duties and responsibilities arising from Safeguarding, Data Protection Act, Health and Safety, Information Technology and Equality, Diversity and Inclusion | ✓         |           | A/I                                                      |
| Experience                                                                                                                                                                           | Essential | Desirable | Assessed                                                 |

|                                                                                                                                      |                  |                  |                 |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------|-----------------|
| Experience of managing a varied workload and working to deadlines                                                                    | ✓                |                  | A/I             |
| Experience of producing reports                                                                                                      | ✓                |                  | A/I             |
| Experience of analysing data                                                                                                         | ✓                |                  | A/I             |
| <b>Skills</b>                                                                                                                        | <b>Essential</b> | <b>Desirable</b> | <b>Assessed</b> |
| Excellent literacy, numeracy and analytical skills                                                                                   | ✓                |                  | A/I             |
| Ability to organise day-to-day work and manage conflicting priorities with little supervision                                        | ✓                |                  | A/I             |
| Ability to communicate effectively with internal/external stakeholders by phone, email, letter and in person                         | ✓                |                  | A/I             |
| <b>Qualifications</b>                                                                                                                | <b>Essential</b> | <b>Desirable</b> | <b>Assessed</b> |
| GCSE pass A to C or equivalent in Maths and English or experience demonstrating competency in the every day use of Maths and English |                  | ✓                | A/C             |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**