**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Senior Business Support Officer | **Grade**: SO2 |
| **Section:** Business Support | **Directorate:** Housing and Regeneration |
| **Responsible to following manager:**Deputy Business Support Manager (Information) or Deputy Business Support Manager (Support) | **Responsible for:** n/a |
| **Post Number/s:** RWH0053, RWH0054, RWH0055,RWH0059, RWH0060 and RWH7001 | **Last review date:** July 2019 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

To provide administrative support to the departmental management team and centralised departmental business processes. Postholders will be allocated to work within one of Business Support’s 2 teams (the Information Team or the Support Team), but are required to provide cover across both teams and are subject to transfer between teams, as necessary to cover service contingencies.

**Specific Duties and Responsibilities:**

Information Team

1. To administer the department’s process for handling enquiries from elected Members: to ensure all enquiries are logged, passed to the appropriate officer for response and monitored in terms of quality and timescales; and to produce related statistics.
2. To administer the department’s process for handling complaints at step 2 and 3 of the Council’s complaints procedure and cases from the Housing and Local Government Ombudsmen: to ensure that all complaints are logged and monitored in terms of quality and timescales; to evaluate incoming complaints, collate relevant documentation and make recommendation on how the complaint should be handled; to review draft responses and to draft departmental responses for approval; and to produce related statistics.
3. To administer the department’s process for handling Freedom of Information Act requests: to ensure all applications are logged, monitored and information is provided within deadline; to collate and draft departmental responses for approval; to provide expertise, advice and training on the Freedom of Information Act to officers and managers within the department; and to produce related statistics and reports.
4. To administer the department’s process for handling Data Protection Act requests: to ensure all applications are logged, monitored and provided within deadline and to review and evaluate information and responses before they are dispatched; to handle cash and cheques received as payment for the applications in accordance with the procedures for receipt and paying in of monies; to provide data protection related expertise, advice and training to officers and managers within the department; and to produce related statistics and reports.
5. To coordinate the department’s reports process: to liaise with report authors and contributors, DMT managers, other Council departments (including senior management) and elected Members; to produce committee and other reports according to the specified style and grammar protocols; to monitor the progress of reports to ensure that set timescales are met; and to maintain the archive of old committee reports.
6. To co-ordinate the department’s Standing Order No. 83(A) process: to log documents and obtain appropriate Director or DMT approval; to provide the signed SO83(A)s to Committee Services; and to maintain a record of the final documents.
7. To co-ordinate the department’s process for handling Council questions: to log and monitor questions; to liaise with Council officers, including senior management; to obtain approval by the Director and/or relevant Assistant Director and provide to Committee Services by deadline; and to maintain a record of final responses.
8. To administer the department’s participation in the Council’s Check Before Contact Register (CBCR): to be the CBCR coordination point for the department’s staff, contractors and external agencies; to maintain the department’s information on the CBCR; to administer CBCR access for the department’s staff, contractors and external agencies, including creating CBCR information sharing protocols; and to assist with reviewing cases and producing related statistics.
9. To administer the Directorate email box: to deal with all emails received in the email box; and to ensure that emails, as appropriate, are acknowledged, logged, actioned, monitored and responded to.
10. To provide administrative support for DMT and Business Support meetings and hearings: including organising dates and venues, distributing agendas and papers and taking minutes.

Support Team

1. To provide administrative support to the DMT: diary management; telephone call filtering; processing incoming and outgoing correspondence; receiving personal callers; researching information; assisting with projects and the preparation of documents and reports.
2. To provide administrative support for DMT and Business Support meetings and hearings: including organising dates and venues, distributing agendas and papers and taking minutes.
3. To administer the HMS and HRDirectorate mailboxes: to deal with all emails received in the email boxes; and to ensure that emails, as appropriate, are acknowledged, logged, actioned, monitored and responded to.
4. To collate information and produce and distribute statistical, monitoring and performance reports to provide up to date and accurate information for various departmental requirements.
5. To administer the housing management division’s eviction process: to process files for eviction, ensuring they follow the approval process in a timely manner; to maintain records of cases referred for eviction; to carry out appropriate checks with other departments and external agencies; to liaise with officers within the Council and with the Police and the County Court; to co-ordinate the running order of evictions; and to assist with producing statistics and reports.
6. To assist with coordinating departmental events and briefings in liaison with staff, managers and elected Members; and to maintain the department’s library of current publications and photographic collection.
7. To be responsible for ordering office equipment, supplies, services, publications and subscriptions for the Business Support section using the Council’s procurement system (P2P).
8. To coordinate community clubrooms on housing estates: to monitor and maintain records of contracts, health and safety and fire risk assessments and of contact information for clubroom managers: to deal with related enquiries from the public; and to coordinate clubroom lettings for elections and other Council use, including keys, alarms and payments.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
* To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
* To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders
* To support ways of working that ensure residents and stakeholders are actively engaged in the future of the function and are able to influence decision making.
* To advise and support managers on relevant matters affecting the service
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

* To work between 8.30am and 5.30pm (on a rota basis) and frequently outside of these times, as necessary, to support evening meetings (at least once every 6 weeks), emergencies, events and other business needs; providing office cover, including telephone answering and administrative assistance.
* To deal with residents, Council officers (including senior management), elected Members and external agencies in writing (including electronically), by telephone and in person on a wide range of subjects including difficult and complex matters relating to the work of the department, answering queries and complaints and giving appropriate advice and guidance.
* To ensure the confidentiality of directorate and departmental business and information is maintained at all times.

**Current team structure**

Business Support Manager

Deputy Business Support Manager (Information)

Deputy Business Support Manager (Support)

3 x Senior Business Support Officers

3 x Senior Business Support Officers

Business Support Assistant

**Person Specification**

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| **Post Number/s:** | **Last review date:** July 2019 |

**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* Focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| A – Application form (for shortlisting) I – Interview T – Test C – Certificate (original evidence) |
| **Knowledge**  |
| Understanding of the Data Protection and Freedom of Information Acts, including application of exemptions | **A/I** |
| **Experience**  |
| Experience of using Microsoft applications (or other similar software packages) | **A/I/T** |

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| **Skills**  |
| Communication skills; demonstrate a high standard of grammatical English and to communicate clearly, diplomatically and effectively (in person, on the telephone and in writing, including electronically) with a diverse range of people internally and externally, including members of the public, elected Members, senior Council officers, colleagues and external agencies. | **A/I/T** |
| The ability to pay attention to detail and a commitment to producing work of a consistently high standard. | **A/I/T** |
| The ability to organise workload and adapt to meet constantly changing demands and deadlines and to work under pressure and unsupervised for periods of time. | **A/I** |
| Analytical skills; be able to evaluate information, understand processes, detect problems and identify effective solutions. | **A/I/T** |
| The ability to take minutes to accurately record proceedings at formal meetings and hearings, including those with a large number of attendees, with multi-agency representation and with Directors and elected Members in attendance. | **A/I** |
| The ability and commitment to work cooperatively as part of a team. | **A/I** |
| The ability to maintain the confidentiality of Directorate business. | **A/I** |

**A – Application form**

**I – Interview**

**T- Test**

**C- Certificate**

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)