

Job Title:	Senior Business Support Officer (Guest Co-ordinator)
Grade:	4
Responsible to:	Head of Thornbridge Outdoors
Responsible for:	N/A



Job Purpose

To provide efficient and effective financial, clerical, document production and customer services support to the staff team and customers of Thornbridge Outdoors

Duties and Responsibilities

Customer Service and Communications

Telephone Enquiries, Messages, Mail and Personal Callers

- Give customers a positive impression of yourself and Thornbridge Outdoors
- Provide an effective and efficient service to telephone enquirers and personal callers.
- Manage manual and electronic messages and mail according to corporate guidelines and service needs
- Understand and respond to the needs of customers from diverse backgrounds

Business processes

Information Systems

- Maintain and assist with the development of information systems and related procedures.
- Input, maintain, locate and retrieve data using computerised and manual systems.
- Request and provide information for specific purposes using email where appropriate.
- Receive, sort, distribute and dispatch mail.
- Ensure production of quality documents from standard formats using a range of IT applications.

Support to Meetings and Events

- Arrange meetings and events.
- Diary management
- Support and take accurate records of complex meetings.
- Produce, verify and dispatch information within agreed deadlines.

Purchase Goods and Services.

- Order, store and distribute goods and services following established procedures.
- Process claims for payment following established procedures.
- Process orders/invoices through to payment using established IT systems.
- Ensure petty cash and bank income is processed.
- Maintain financial recording systems and produce information as required.
- Book and arrange facilities for meetings and travel.

Service Delivery

Contribute To the Effectiveness of the Service Area

- Contribute to planning and organising your own and team work load.
- Organise information systems in support of own work and team activities.
- Contribute to and supervise team work to ensure service delivery priorities are met.
- Identify and agree own training and development needs with manager in line with Service Targets
- Assist with identifying areas for improvement by continuous monitoring and evaluation of processes and procedures
- Create, maintain and enhance constructive working relationships with team members, other members of staff, outside organisations, elected members and members of the public.

The post will include some evening, weekend and out of hours responsibilities associated with a residential centre that operates throughout 52 weeks of the year.

This Council is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Successful candidates will be required to complete an enhanced Disclosure and Barred Service Check.

Should you be required as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English as required by The Immigration Act 2016.

Know your Service Business Continuity Plan and follow the Business Continuity Plan as required.

To undertake all duties and responsibilities in line with current Council Policies and Procedures, including those relating to health and safety; equalities, diversity and inclusion; safeguarding procedures; financial instructions; procurement and commissioning.

To undertake any other duties in agreement with the post holder and manager. Significant changes that may affect the role and responsibilities of the post or the job description would be managed through an agreed process in consultation with the Trade Unions.

Issue date: March 24

Person Specification

Post Title: Senior Business Support Officer (Guest Co-ordinator)

Minimum Essential Requirements	Assessment Method
Section One: Knowledge and Experience	
Understanding of the reasons for and ability to maintain the highest standards of data protection.	Application Form/ Interview
Section Two: Skills and Abilities	
Ability to produce accurate financial and other information using computerised and manual systems.	Application Form/ Interview
Ability to work on own initiative and as part of a team.	Application Form/ Interview
Ability to create, maintain and enhance productive working relationships with customers, colleagues, line manager and a variety of people at all levels, internal and external to Thornbridge Outdoors.	Application Form/ Interview
Able to balance and prioritise service with conflicting needs.	Application Form/ Interview
Demonstrate a calm manner and an ability to handle difficult situations.	Application Form/ Interview
Section Three: Qualifications	
Willingness to work towards a level 3 qualification or equivalent.	Application Form/ Interview
Educated to GCSE standard or equivalent or able to demonstrate the competencies required to carry out this role	Application Form/ Interview
Section Four: Our Values	
People are at the heart of what we do	Application Form/ Interview
Openness and honesty are important to us	Application Form/ Interview
Together we get things done	Application Form/ Interview

Health Risks Specification

Please identify all risks that apply to this post / role

Fitness to Work	Potential health risks: please add Yes or No against each risk
Working with computers	Yes
Working at heights	No
Confined spaces	No
Moving and handling includes people and objects	No

Vocational Health Checks	Potential health risks: please add Yes or No against each risk
Requirement for Laboratory and Pathology staff (including mortuary staff) to be immunised against Hepatitis B and TB (based on job description and person specification)	No
Driver medicals, minibus, forklift trucks and HGV	No
Night Worker Questionnaires	No
School crossing warden	No

Statutory Health Surveillance	Potential health risks: please add Yes or No against each risk
Exposure to excessive noise levels, as determined by a noise risk assessment.	No
Exposure to excessive vibration levels, as determined by vibration risk assessment)	No
Exposure to skin irritants, as determined by a COSHH Assessment.	No
Exposure to respiratory irritants, as determined by a COSHH Assessment.	No

