

# JOB PROFILE

## Communities Business Support Officer

Overview	
Post No.	RBPS048
Grade	Grade 1
Directorate	Communities
Service Area	Community Services & Environmental Health
Team	Communities Business Support
Reporting to	Communities Business Support Team Leader

The Job
<p>The Communities Business Support Officer plays a pivotal role in supporting the operational efficiency of the Communities Directorate at Mid Sussex District Council. This position encompasses a variety of business support duties, including raising purchase orders and invoices, managing phone enquiries, and providing comprehensive support for partnership meetings and directorate projects. The role requires meticulous attention to detail, excellent organisational skills, and a commitment to maintaining compliance with GDPR and retention schedules.</p> <p>The Communities Business Support Officer supports the following areas within the Communities Directorate:</p> <ul style="list-style-type: none"> <li>• Community Safety</li> <li>• Environmental Health</li> <li>• Licensing</li> <li>• Wellbeing</li> <li>• Community Development</li> <li>• Corporate Health &amp; Safety</li> <li>• Corporate Safeguarding</li> </ul>

Generic Accountabilities of the Role
<p><b>Financial Administration</b></p> <ul style="list-style-type: none"> <li>• To prepare, process and dispatch purchase orders and invoices as appropriate, including the monitoring and processing of credit card spend, and the setup of sundry debit and creditor accounts using the Council's financial management system.</li> <li>• To ensure all income received is accurately recorded, receipted, and paid to the Council's Financial System Team.</li> <li>• To monitor income due to, and received by, the directorate, providing appropriate reports as required and liaising with the Council's financial and legal staff on the recovery of unpaid debts.</li> </ul> <p><b>Customer Service Enquiries and Communication</b></p> <ul style="list-style-type: none"> <li>• Provide initial triage and signposting for phone &amp; email enquiries, ensuring customers receive accurate and helpful information.</li> <li>• Use social media to engage with target groups, and participate, where appropriate, in community messaging and local campaigns.</li> </ul> <p><b>Meeting Coordination and Support</b></p> <ul style="list-style-type: none"> <li>• Coordinate and support partnership meetings, including scheduling, preparing agendas, and taking minutes.</li> <li>• Ensure seamless logistical arrangements for both internal and external meetings, including catering and technology support.</li> </ul>

### Administrative Support

- Provide comprehensive administrative support to the directorate, working groups and projects, ensuring effective communication and documentation.

### Diary Management

- Assist in managing the diaries of the senior management team, ensuring efficient scheduling and time management.

### Data and Information Management

- Maintain and oversee the directorate databases and information recording systems, ensuring compliance with GDPR and retention schedules.

### Supplies and Logistics

- Oversee the directorate's stationary stock, catering, and logistical needs for internal and external meetings.

### Other Duties

**Health & Safety:** You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must cooperate with management in all respects for the full implementation of the Council's Health and Safety Policy.

**Equality & Diversity:** You must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.

**Learning & Development:** You have a personal responsibility for your own learning and development and will maintain up to date records of achievement and attendance as required. You must undertake the learning and training identified as part of your ongoing development, and other relevant training that is identified and agreed with your manager. You will be receptive to feedback, willing to learn, embracing continuous improvement.

**Quality/Compliance:** You will achieve a standard of excellence with our work processes and outcomes, honouring our policies and all regulatory requirements.

**Customer Focus:** You will strive for high customer satisfaction, going out of your way to be helpful and pleasant, making it as easy as possible on the customer rather than our directorate or the Council.

**Communication:** You will balance listening and talking, write clearly and accurately, influence others, and keep others informed.

**Team Player:** You will be helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.

**Initiative:** You take ownership of your work, doing what is needed without being asked, and following through.

**Efficiency:** You plan and manage your time well, being on time, being cost-conscious, and continuously thinking of better ways to do things.

**SPECIAL CONDITIONS:**

This post is exempt from the Rehabilitation of Offenders Act.

<b>Professional and Personal Attributes</b>	
<b>Qualifications Educational and Professional</b>	Essential: <ul style="list-style-type: none"> <li>GCSE Maths and English, or equivalent.</li> </ul>
<b>Knowledge</b>	Essential: <ul style="list-style-type: none"> <li>Understanding of Local Government.</li> <li>Understanding of the Council's Communities Directorate services.</li> <li>Experience of using Microsoft packages.</li> <li>Experience of using electronic data management systems and databases.</li> </ul>
<b>Experience</b>	Essential: <ul style="list-style-type: none"> <li>Experience of working with members of the public.</li> <li>Experience of working in an administrative / clerical role.</li> <li>Ability to write clear and concise minutes and case notes.</li> <li>Ability to recognise risk and follow a risk-based approach for triaging service requests.</li> </ul> Desirable: <ul style="list-style-type: none"> <li>Working directly with marginalised / vulnerable individuals and groups.</li> </ul>
<b>Political Skills</b>	Desirable: <ul style="list-style-type: none"> <li>A practical understanding of the tiers of government, as well as a capability to interact with commercial and community partners.</li> </ul>
<b>Personal Behaviours</b>	Essential: <ul style="list-style-type: none"> <li>Ability to communicate, with good skills in literacy and numeracy.</li> <li>Ability to work effectively with businesses, partners and stakeholders.</li> <li>Able to operate effectively under pressure, and to plan, organise and prioritise workloads.</li> <li>Methodical, accurate with concern for detail.</li> </ul> Desirable: <ul style="list-style-type: none"> <li>Able to relay complex information to a wide variety of stakeholders.</li> </ul>
<b>Other</b>	Essential: <ul style="list-style-type: none"> <li>Prepared to undertake personal development, innovation and learning.</li> <li>Ability to support incidents and work unsociable hours as necessary.</li> <li>Attend meetings, including with elected Members, during unsociable hours as required / necessary.</li> </ul>

The Grade for this post is determined by Job Evaluation.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not meant to be a detailed list of all duties and responsibilities which may be required. It will be supplemented and further defined by objectives set at appropriate times, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.