

JOB DESCRIPTION

Job Title	Business Support Officer
Position Number(s)	TBC
Department	Housing Management
Section or Service	Business Support
Salary	£24,618 to £29,010
Hours	36 hours per week Monday to Friday

DESIGNATION:

Responsible to:	Senior Business Support Officer
Employees directly supervised (if applicable):	Not Applicable

1. JOB PURPOSE:

- To provide Executive Assistant Support to the Assistant Directors & Director of Housing Management.
- To support the Directorate with daily operational and administrative duties as well as facilitating other areas of the department as required.

2. DESCRIPTION OF DUTIES:

- Manage diaries for the Assistant Directors and the Director, Liaising with internal and external stakeholders, arranging meetings, travel, organising meeting spaces, and ensuring these are well facilitated.
- Carrying out various administrative duties around meetings such as minute taking, sharing agendas, providing necessary documents to attendees, and ensuring governance processes are met.
- Work with the complaints team to ensure all complaints and councillors queries relevant to the directorate are managed effectively and within timescales.
- Liaise with key council officers, Councillors, staff, residents, and external agencies on behalf of the Directorate.
- Work with HR to support recruitment. Ensure that HR processes are followed. Assist with the end to end recruitment process from business case approval through to interview, appointment details, and on boarding.
- Monitor and update the progress of service plans across the Directorate including preparing regular updated plans the Housing Management Team (HMT).
- Contribute to the development and maintenance of all clerical and administrative support systems and processes for the Directorate.
- Update internal office information promptly whenever staff changes occur, including information kept for Health and Safety purposes and keep other staff in the Directorate updated on administrative matters when necessary.
- Use office IT systems and applications effectively to manage the process of archiving files/documents and maintenance of appropriate records in line with data protection and confidentiality principles.
- Take responsibility for understanding and continually increasing your knowledge of the function and purpose of the work of all sections within the office and the wider context in which it functions. This includes knowledge about all other area housing offices, Board members, other sections of the service and the Council, local councillors and MPs, Residents Associations, and external agencies and companies.
- Perform any other ad hoc duties relevant to the role that may arise such as managing general secretarial services, photocopying, note taking, message taking, response/report writing, answering and screening inbound emails and phone calls, etc.

Continue on separate sheet if necessary.

I agree to the above job description

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Business Support Officer
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Conditions to Note :

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It's essential that you give at least one example of your ability to meet each of the 4 Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified 4 key behaviours and values which should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Desirable: <ul style="list-style-type: none"> • A levels or higher
C	Knowledge & Experience <ul style="list-style-type: none"> • Previous experience as an executive support assistant/PA. • Experience in a social housing environment is preferable but not essential. • Excellent administrative and organisational skills are a must. • Keen attention to detail. • Strong IT skills and proficiency across MS suite.

	<ul style="list-style-type: none"> • Clear communication skills. • Capable of managing a diverse workload and keeping up to date with multiple tasks concurrently. • Able to engage with internal and external stakeholders in a friendly and professional manner.
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OUR VALUES	BEHAVIOURS	HOW RESIDENTS WILL FEEL
PUTTING COMMUNITIES FIRST We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient	<ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work • I will reflect the views of the communities in my daily work • I will improve the service I provide through seeking feedback from others 	<ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
RESPECT We listen to everyone and value the personal experiences of people in our communities and of each other We adopt a fair, and involving approach regardless of any way in which an individual is different to us	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves • I communicate in a way that is respectful, encourages involvement and meets people's needs 	<ul style="list-style-type: none"> • I feel my culture and background are respected • I have confidence that action is being taken • I feel I am treated fairly
INTEGRITY We act with openness, honesty, compassion, responsibility and humility. We let people know what we are doing and communicate why and how decisions have been made.	<ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others • I am honest and transparent about the decisions I take • I follow through on the actions I say I will take and take ownership for communicating the outcome 	<ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me • I feel my perspective is listened to and understood • I feel my views are valued
WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. We want to understand, learn from each other and continually adapt	<ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve • I seek out opportunities to learn from my colleagues and build on good practice 	<ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments • I find it easy to access the services that I need • I feel the Council is open to new ideas