

# Role Profile and Specification - Business Support Officer – Technical & Administrative

<b>Service Area</b>	Southern Building Control Partnership
<b>Role Title</b>	Business Support Officer – Technical & Administrative
<b>Location</b>	Oxted/Agile
<b>Reports to</b>	Business Support Team Manager
<b>Salary/Grade</b>	TA2
<b>Duration/Hours</b>	2-year Fixed Term Contract 37 hours per week Full time (part time considered).

## Service Area Purpose

Southern Building Control Partnership delivers the Building Control services for the local authorities in the partnership, Mole Valley District Council, Reigate & Banstead Borough Council and Tandridge District Council. All staff are employed by Tandridge District Council. The Business Support Team provides a professional and efficient service to external and internal customers and ensures that all applications received are validated in accordance with the partnership's policies and is the first point of contact for enquiries.

## Job Purpose

To provide an efficient, effective, and customer focussed service on behalf of the authorities that form our partnership. Ensure that the Business Support Team provides a service that is committed to the aims and values of the partnership and the requirements of LABC ISO 9001.

## Specific Responsibilities

- Process customer applications and enquiries effectively using good practice guidance, policies and procedures and understand when to consult with others.
- Take ownership of tasks to assist the efficient, effective and consistent processing and resolution of customer applications and enquiries where a range of tasks may be complex, and situations may require some interpretation, identifying and meeting customer needs.
- Escalate service issues as required.
- Participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the partnership's or Council's activities.
- Assist in sharing and disseminating information/ advice and best practice.
- Adhere to the partnership's LABC ISO 9001 standards.
- Take ownership of tasks to assist the efficient, effective and consistent processing and resolution of customer applications and enquiries, identifying and meeting customer needs.
- Assist with the understanding of customer need and enabling a quicker, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the partnership's Quality Policy and ensuring high levels of customer satisfaction.

- Supporting customer self-serve and spotting opportunities for the partnership to initiate further enabling and self-serve.
- Promote a culture that is supportive of the partnership's purpose, aims and values, and take all reasonable steps to maintain good employee relations.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Contribute to the Business Development & Marketing of the partnership.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- Support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- Carry out additional duties commensurate to the level of the role.

## Person specification

### Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> <li>• Good standard of general education and/or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>• LABC Level 3 Certificate in Technical Support.</li> </ul>

### Experience

Essential
<ul style="list-style-type: none"> <li>• Experience of working in a busy office environment, customer services or contact centre operation.</li> </ul>

### Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> <li>• IT skills.</li> <li>• Proactive with commitment to provision of excellent customer service.</li> <li>• Good written and verbal communication skills.</li> <li>• Numerate.</li> <li>• Accuracy and attention to detail.</li> <li>• Well organised and methodical.</li> <li>• Team worker with ability to work on own initiative.</li> <li>• Able to interpret information/situations to resolve more complex problems</li> <li>• Resourceful and flexible in approach.</li> <li>• Able to perform efficiently and effectively under pressure.</li> <li>• Understanding of the broad requirements of the data protection principles.</li> <li>• A commitment to equality and diversity.</li> <li>• Understanding of the broad requirements of the data protection principles</li> <li>• A commitment to equality and diversity</li> </ul>	<ul style="list-style-type: none"> <li>• A keen interest in the challenges facing the Building Control Industry</li> </ul>