

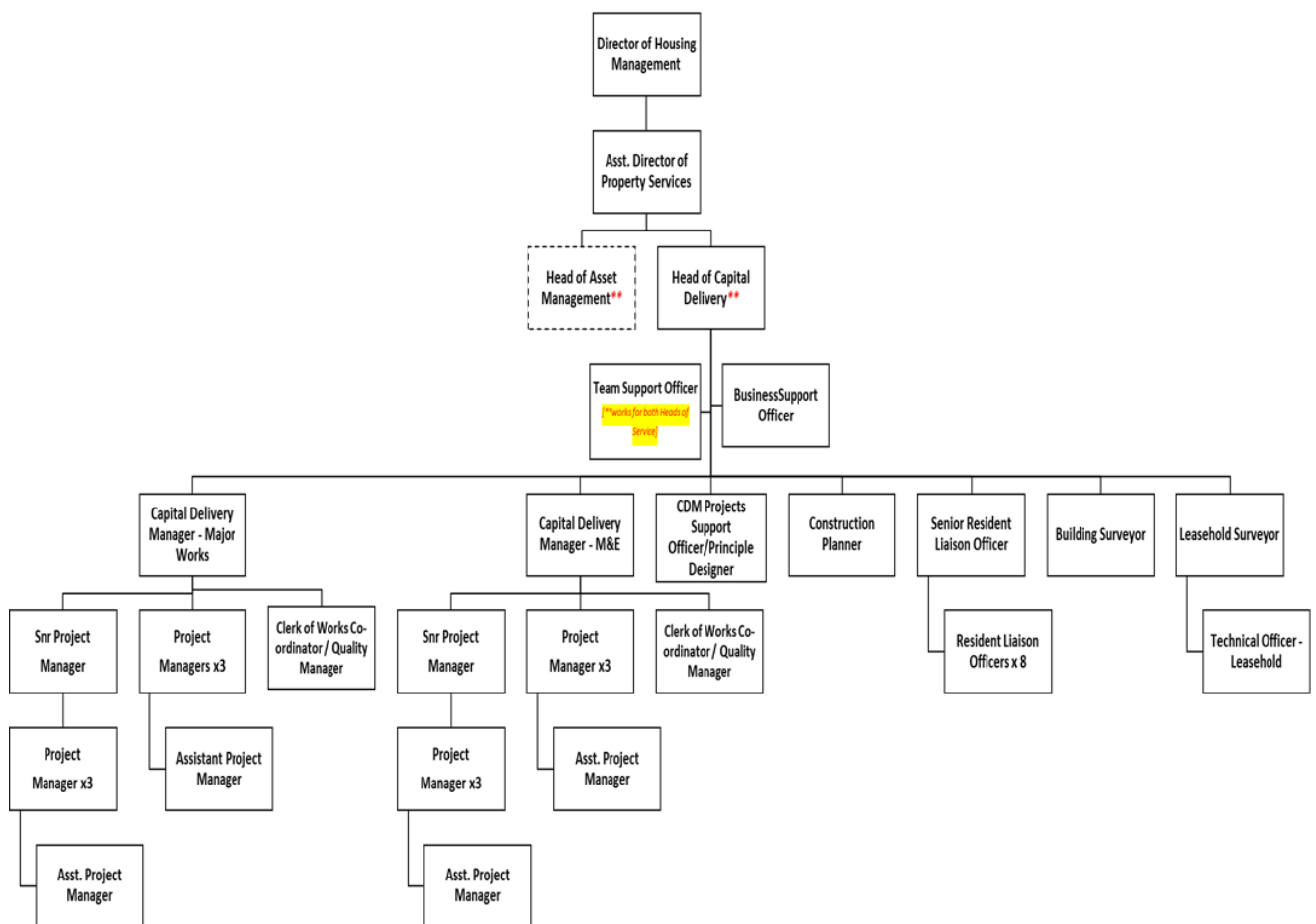
## JOB DESCRIPTION

<b>Job Title</b>	Business Support Officer
<b>Position Number(s)</b>	
<b>Department</b>	Housing Management
<b>Section or Service</b>	Property Services - Capital Delivery
<b>Grade</b>	Range B £25,833 to £29,796

## DESIGNATION:

<b>Responsible to:</b>	Head of Capital Investment
<b>Employees directly supervised (if applicable):</b>	N/A

## Family Tree



## **1. JOB PURPOSE:**

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- To act as Assistant to the Head of Capital Investment, to provide secretarial support to the Head of Capital Investment
- 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:**

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- Provide effective office management, including management of the Head of Capital Investment, phone calls and correspondence, responding to or redirecting enquiries as appropriate.
- Manage and maintain an effective filing and library system for the Head of Capital Investment ensuring information and documentation is kept up-to-date and correctly filed.
- Manage the general office duties including dealing with callers in person and on the telephone, dealing with incoming and outgoing mail, photocopying and ordering office and stock and supplies.
- Screen all telephone calls, ensuring that the Head of Capital Investment is informed, and complaints are investigated.
- Undertake word processing duties.
- Maintain an efficient team tracker and brought forward system ensuring that work is progressed according to agreed deadlines.
- Prepare for meetings and conferences including the preparation of agendas, trackers and papers.
- Minute meetings and maintain records as required.
- Liaise with staff at all levels across the organisation and build and maintain effective working relationships with external contacts and partners including RBKC.
- Keep an accurate log of Councillors', MPs' and resident enquiries and complaints, ensuring they are raised to the attention of the Head of Capital Investment.
- Produce and maintain a report list for the Head of Capital Investment, type reports and monitor progress of others and ensure that Officer and Member deadlines are achieved.
- Carry out all duties in accordance with relevant Council, departmental and local policies, procedures and standards.
- Undertake any other relevant duties, as required by the Housing Management Group.
- Ad hoc administrative and project support tasks for the wider Housing department.

### 3. DIMENSIONS:

Quote figures which give a picture of the job as follows:

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned  
(b) Any other statistics relating to the work

I agree to the above job description

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

### 4. SELECTION CRITERIA/PERSON SPECIFICATION:

<b>Job Title:</b>	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 is essential that you give at least one example of your ability to meet each of the four 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 four key behaviours and values that 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.

<b>A</b>	<b>Equal Opportunities</b> 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>B</b>	<b>Qualifications:</b> <b>Desirable:</b> <ul style="list-style-type: none"> <li>A Levels or higher</li> </ul>

C	<p><b>Knowledge &amp; Experience:</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Previous experience as an executive support assistant/PA.</li> <li>• Excellent administrative and organisational skills are a must.</li> <li>• Keen attention to detail.</li> <li>• Strong IT skills and proficiency across MS suite.</li> <li>• Clear communication skills.</li> <li>• Capable of managing a diverse workload and keeping up to date with multiple tasks concurrently.</li> <li>• Able to engage with internal and external stakeholders in a friendly and professional manner.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience in a social housing environment</li> </ul>
<b>Our Values &amp; Behaviours</b>	
D	<div data-bbox="245 819 855 896" style="background-color: #007bff; color: white; text-align: center; padding: 5px; border-radius: 10px;"><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>• <b>We put local people at the heart of decision making in everything we do.</b></li> <li>• <b>We seek to include and involve: all voices matter.</b></li> <li>• <b>We provide quality services that are responsive, effective and efficient.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
E	<div data-bbox="253 1415 828 1500" style="background-color: #28a745; color: white; text-align: center; padding: 5px; border-radius: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• <b>We listen to everyone and value the personal experiences of people in our communities and of each other.</b></li> <li>• <b>We adopt a fair and involving approach regardless of any way in which an individual is different to us.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>

F	<div data-bbox="256 221 831 300" data-label="Section-Header"> <p><b>INTEGRITY</b></p> </div> <ul data-bbox="292 318 1441 409" style="list-style-type: none"> <li>• <b>We act with openness, honesty, compassion, responsibility and humility.</b></li> <li>• <b>We let people know what we are doing and communicate why and how decisions have been made.</b></li> </ul> <p data-bbox="244 439 852 463">The following examples are indicators of effective behaviour:</p> <ul data-bbox="292 465 1331 546" style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p data-bbox="244 573 512 598">Our residents will feel that:</p> <ul data-bbox="292 600 1185 680" style="list-style-type: none"> <li>• I am told when something is not possible, and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>
G	<div data-bbox="256 736 783 813" data-label="Section-Header"> <p><b>WORKING TOGETHER</b></p> </div> <ul data-bbox="292 831 1426 925" style="list-style-type: none"> <li>• <b>We work together and in partnership with everyone that has an impact on the lives of our residents.</b></li> <li>• <b>We want to understand, learn from each other and continually adapt.</b></li> </ul> <p data-bbox="244 954 852 978">The following examples are indicators of effective behaviour:</p> <ul data-bbox="292 981 1452 1090" style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice.</li> </ul> <p data-bbox="244 1117 512 1142">Our residents will feel that:</p> <ul data-bbox="292 1144 1053 1225" style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments.</li> <li>• I find it easy to access the services that I need.</li> <li>• I feel the Council is open to new ideas.</li> </ul>