

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	Service Support Assistant	Location:	Various
Job group:	Process and Internal support	Peer group no:	PGC5
Reports to:	Land Charges lead	Working hours:	37 hours
Business World Post number:	880000807	Line management responsibility:	None
		Direct Reports:	None
FTE Salary pro rata:	£18473-£21378	Contract type:	Permanent
		Further detail:	

Main purpose of this specific role:	This role plays a key part in supporting the Resident Services Group (which includes large areas of administration such as Housing, Revenues, Benefits, Land Charges, Customer Services, Planning and Environmental Services etc.) and is responsible for managing extensive resources; to enable the delivery of great services to our customers. . You will need to be flexible, organised, confidential, hardworking and self-motivated. This role will enable you to contribute positively to the success of the business for the benefit of our customers.
	Generic Job Profile:
Key Responsibilities:	<ul style="list-style-type: none"> To assist the Resource Management Team in effectively supporting the Land Charges Service and individuals through a variety of administrative tasks.

	<ul style="list-style-type: none"> ● To proactively manage own workload, working with the rest of the team to ensure all service support is provided. ● Maintain the process knowledge libraries to ensure kept up to date and any legislative changes noted and disseminated to the team with the potential to champion a service area and assist with team training and service liaison. ● Attend a range of meetings throughout the business preparing and disseminating all paperwork required as instructed by the Resource Manager. ● To process applications as required, running any necessary checks and updating systems to ensure visibility of application progress. ● To upload documentation to websites or required systems on request. ● To process payments across services as required ● Any other additional duties and tasks that fall into the functions of the Resource Management team. <p>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</p>
<p>General Accountabilities:</p>	<ul style="list-style-type: none"> ● Working to add value to, and be a valued member of the team, and to be valued by customers ● The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment ● Work in compliance with the Codes of Conduct, Regulations and policies of Publica ● Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information;
<p>Essential Requirements, Qualifications, Skills and Abilities:</p>	<p>Qualifications</p> <ul style="list-style-type: none"> ● GCSEs (5 Graded 9-4) or equivalent, including Maths and English) ● A level NVQ3, or BTEC Relevant professional qualification (Office/ Admin e.g. CLAIT) (relevant experience can be considered as an alternative) <p>Experience</p> <ul style="list-style-type: none"> ● Experience in office environment / similar or related role <p>Skills</p> <ul style="list-style-type: none"> ● Good level of IT skills - MS Office, Google Suite ● Communicates effectively at all levels (excellent verbal and written skills). ● Is customer focussed, responsive, and co-operative with customers.

	<ul style="list-style-type: none"> • Is proactive/self-motivated. • Excellent attention to detail. • Prioritises and meets tight deadlines. • Is flexible and adaptable to change. • Works together with employees, colleagues and customers to resolve problems and implement change initiatives. • Ability to maintain confidentiality in accordance with Data Protection.
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Knowledge of Northgate, Uniform, Civica, Chipside, MiPermit, Business World Systems and Agresso.
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business. • Expected to work reasonable additional hours in line with the needs of the service • You will need use of a car for work purposes/you may need use of a car for work purposes. • This role requires a DBS check.
Date reviewed: April 2021	
Reviewed by:	Susan Hughes
Manager job title:	Resource and Programme Manager