

### 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.

<b>Job title:</b>	Assets Support Officer	<b>Location:</b>	Cirencester based
<b>Job group:</b>	Process & Internal Support	<b>Peer group no:</b>	PG-C5
<b>Reports to:</b>	Resource and Delivery Manager	<b>Working hours:</b>	15
<b>Business World Post number:</b>	8800760	<b>Line management responsibility:</b>	No
		<b>Direct Reports:</b>	NA
<b>FTE Salary pro rata:</b>	£18,473 - £21,323 pro rata	<b>Contract type:</b>	Permanent
		Further detail:	NA
<b>Main purpose of this specific role:</b>	<p>The main purpose of the post is to assist all officers within the Asset Service in maintaining and enhancing the efficiency and effectiveness of the Service by the provision of both proactive and 'on-demand' support and development of the administration requirements, records and systems which under-pin the Service. The post will carry out work for Cotswold, West Oxfordshire and Forest of Dean District Councils.</p> <p>The postholder will need to manage their own workload and be the first point of contact for the Asset team. They will be responsible for Asset and cemetery records, ownership enquiries, monitoring and chasing of debts, maintaining and updating records on the land terrier system, use of Business World for invoicing, orders and monitoring of income plus numerous other requirements and support tasks for the team.</p> <p>This post will involve liaison with tenants, Landlords, Council Members, the general public and other services.</p>		

<p><b>Essential qualifications/skills/experience specific to this role:</b></p>	<ul style="list-style-type: none"> <li>• Educated to A-level or equivalent standard.</li> <li>• Minimum 3 years' experience of working in a multi-disciplined environment in a supporting role</li> <li>• A high level of IT skills to undertake the inputting of complex data accurately onto different systems</li> <li>• Good written and oral communication skills</li> <li>• Proactive/self-motivated</li> <li>• Ability to prioritise and meet tight deadlines and manage own caseload of work.</li> <li>• Ability to maintain confidentiality</li> <li>• Is customer focussed, responsive, and co-operative with customers</li> <li>• Is flexible</li> <li>• Ability to show judgement, tact discretion and initiative and flexibility</li> <li>• Experience/ ability to work as part of a team</li> <li>• Ability to maintain confidentiality in accordance with Data Protection</li> </ul>
	<p><b>Generic Job Profile:</b></p>
<p><b>Main Purpose:</b></p>	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> <li>• To provide transactional services to support and assist the business function, process and service delivery</li> <li>• To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area</li> </ul>
<p><b>Key Responsibilities:</b></p>	<ol style="list-style-type: none"> <li>1. Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed</li> <li>2. Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures</li> <li>3. Ensure all relevant customers and company information is captured and recorded accurately</li> <li>4. Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required</li> <li>5. Update and maintain internal data and records</li> <li>6. Identify issues and escalate issues which may potentially impact service delivery</li> <li>7. Undertake any other duties as reasonably required to do so</li> </ol>

<b>General Accountabilities:</b>	<ul style="list-style-type: none"> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>
<b>Essential Requirements, Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Qualifications equivalent to NVQ level 1 or GCSE in Maths and English</li> <li>• Ability to establish and maintain good working relationships</li> <li>• Natural and engaging style of communication</li> <li>• Ability to apply good judgment and query issues where appropriate</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• The ability to learn new skills and tasks</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google</li> <li>• Good written and verbal communication skills</li> </ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>• You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>• Ability to travel</li> </ul>
<b>Date reviewed:</b>	01/07/2021
<b>Reviewed by:</b>	Amy Fuller
<b>Manager job title:</b>	Resource and Delivery Manager