

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.



Job title:	Service Support Assistant	Location:	Coleford, Witney or Cirencester based (but the ability to travel across all Publica sites)
Job group:	Process & Internal Support	Peer group no:	PGC5
Reports to:	Resource Officer	Working hours:	22 hours
Business World Post number:	880001036	Line management responsibility:	No
		Direct Reports:	N/A
FTE Salary pro rata:	£18,473 - £21,323	Contract type:	Permanent
		Further detail:	N/A

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, Customer Services, Planning and Environmental Services etc. This role manages 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. You will be providing support to group and business managers in a range of administrative tasks; making bookings, taking minutes, organise diaries etc.
Essential qualifications/skills/experience specific to this role:	Absolute confidentiality and high levels of discretion are essential qualities for this role, due to the nature of the information accessed.



	Generic Job Profile:
Main Purpose:	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> To provide transactional services to support and assist the business function, process and service delivery 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
Key Responsibilities:	<ol style="list-style-type: none"> Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures Ensure all relevant customers and company information is captured and recorded accurately Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required Update and maintain internal data and records Identify issues and escalate issues which may potentially impact service delivery Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> 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 Work in compliance with the Codes of Conduct, Regulations and policies of Publica To support the response to a major incident, including taking up a designated role within the emergency management framework
Essential Requirements, Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> Qualifications equivalent to NVQ level 1 or GCSE in Maths and English Ability to establish and maintain good working relationships Natural and engaging style of communication Ability to apply good judgment and query issues where appropriate
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> The ability to learn new skills and tasks Competent in using a range of technology and software packages, including Microsoft and Google Good written and verbal communication skills

Special Conditions:	<ul style="list-style-type: none">• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business• You will be expected to work reasonable additional hours in line with the needs of the service• Ability to travel
Date reviewed:	15/11/2021
Reviewed by:	Helene Jones
Manager job title:	Resource Officer