

Role Title	Resident Experience and Business Support Operations Officer
Job Family	Stronger Communities
Competency Level	All Colleagues
Scale	Scale 6
Purpose	
<p>To provide a professional, proactive role delivering Business Support functions to the organisation.</p> <p>To deliver Business Support functions that support the relevant service area to deliver on its requirements, and provide a seamless service to Residents</p> <p>The role will be working in one of the following areas;</p> <ul style="list-style-type: none"> • Business Support Children's • Business Support Education • Business Support Adults • Business Support Resources • Business Support Neighbourhoods / Place <p>The role will carry out Business Support functions for the relevant service area, as set out in the Service Level agreement</p>	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	<p>Resolve customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
Organise and maintain records, databases and documents using the appropriate council process / system.	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>.</p>
Create document, reports, correspondence from the information provided, using standard formats and software	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate, complete and meaningful.</p>

	<p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>
To work with colleagues at all levels to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Specific Responsibilities	Outcomes
<p>Business Support activities, as set out in the relevant Service Level agreement, including, not limited to;</p> <p>Processing application forms, Contacting residents, Completing registrations or requests and surveys Meeting administration</p> <p>Financial administration such as: Transactional finance, Purchasing good or services, Process expenditure requests, Invoices and other financial documents</p> <p>Systems updates and administration: Updating databases and systems Maintaining accurate records</p> <p>Face to face customer interactions, such as reception duties, working at a family centre or hub</p>	<p>To ensure Business Support functions are carried out in accordance with organisational policies, service area requirements, statutory and regulatory obligations</p> <p>To ensure the use of systems and technology to ensure duties are carried out effectively and efficiently.</p> <p>To work as part of a team delivering Business Support functions, sharing knowledge and information as necessary to complete all tasks</p> <p>Assist in the collection, analysis, and presentation of data to support business decisions and strategies.</p> <p>All documents, correspondence etc are recorded, distributed and processed correctly within agreed timescales.</p>

<p>To prioritise, organise, and manage workload, meeting statutory, policy and regulatory guidelines and those requirements set out in the service level agreement</p>	<p>Ensure workload is carried out meeting statutory, policy and regulatory guidelines and those requirements set out in the service level agreement</p> <p>Work as part of a Business Support Team, sharing knowledge and information and tasks to be completed. To be flexible and adaptable to ensure effective service delivery</p> <p>To escalate issues – as necessary – e.g. sudden peak in work volumes, request to do a new task or stop and existing task from a Stakeholder, risk of missing a KPI</p>
<p>Utilise system information and other tools to support delivery of work</p> <p>Organise and maintain records and documents using the appropriate council process / system.</p> <p>Create documents, reports, correspondence from the information provided, using standard formats and software</p>	<p>To take responsibility for updating and maintaining systems information and records to ensure accuracy</p> <p>Make use of system tools such as dashboards to ensure work is delivered in order of priority.</p> <p>Write, collate and test SOPs (standard operating procedures) for processes delivered.</p> <p>To share knowledge and experience with colleagues, including mentoring, buddying and training new starters</p> <p>Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development.</p>
<p>To ensure excellent customer services standards are maintained when delivering Business Support functions</p>	<p>To provide a high standard of service to all residents that is courteous, approachable and helpful; advising, supporting and resolving issues. This will involve receiving and handling enquiries over multiple channels,</p> <p>Relevant, accurate, understandable and timely information is provided at all times.</p> <p>Resolve product or service problems by clarifying the customer's need; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.</p> <p>Take a proactive approach to problem solving, focused on resolving issues including providing guidance to prevent future issues occurring.</p>

<p>To contribute to the delivery of services whilst maintaining cost effectiveness and value for money</p>	<p>To ensure value for money in delivery of all business support functions.</p> <p>To ensure all duties are carried out in accordance with organisational policies for procurement</p> <p>To highlight areas which do not represent value for money to Business Support Supervisors and Team Managers</p>
<p>To work with colleagues at all levels to identify areas for improvement and efficiency, ensuring the support offer remains appropriate for all service users.</p>	<p>Build sustainable relationships of trust through open and interactive communication.</p> <p>Take a continuously curious approach to services delivered, always seeking to identify, suggest and implement enhancements and improvements.</p> <p>Liaise with key stakeholders and make use of feedback received and shared.</p> <p>Contribute to projects and initiatives around service improvement, including co-ordinating activities, collating information and implementation of initiatives.</p>
<p><i>Nature of Contacts</i></p>	
<p>Involves supporting and guiding residents, internal customers, stakeholders and third parties to ensure a successful service is delivered.</p> <p>Carry out processes in line with service area.</p> <p>Liaise with and advise senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>A DBS check may be required for activities that require</p> <ul style="list-style-type: none"> • contact with children, young people or vulnerable adults • regulated activity (eg work in support of fostering and adoption) • accessing systems or processing data whereby the data owner requires a DBS (eg DWP or Social Care, Revenue & Benefit Systems) <p>This list is not exhaustive and is subject to change in line with regulations, policy, practice and process. The type of work you are doing, or will be doing, will determine the level of DBS check that you need (see Appendix A for the levels of DBS check).</p>	
<p><i>Procedural Context</i></p>	

Works within the organisation's values and goals, including Mission Waltham Forest

Acts within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

Comply with all Council policies and procedures.

Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: Nil

Knowledge, Skills and Experience

- Experience of having worked in a fast paced, customer focused environment.
- Good knowledge and application of IT systems and software packages.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of customers both internally and externally.
- Ability to identify improvements to processes and systems (at a level appropriate to the role) and to share the recommendations with the wider team.
- High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times.
- Strong time management skills.
- High level of flexibility, a positive attitude and ability to adapt to changes.
- Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements.
- Clear communication skills.
- Ability to build strong relationships.
- Goal-oriented focus with the customer in mind.
- Willingness to learn new skills, processes and systems as appropriate to the role.

Indicative Qualifications

English and Maths Qualification

Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities, which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular reviews and the Council reserves the right to amend or add to the accountabilities listed.

Appendix A

Service	Job Role	Tasks	DBS (Y/N)
Adults	Meetings	Taking minutes at meetings regarding vulnerable adults	Yes - Basic
Adults	Adult Front Door	Access to Mosaic and in-depth customer details. Contact with vulnerable adults.	Yes - Standard
Adults	Hospital Discharge	Access to Mosaic and in-depth customer details.	Yes - Standard
Adults	Care Homes Business Admin (Alison House, George Mason, Mapleton)	In-person contact to vulnerable adults and their records	Yes - Standard
Adults	Markhouse Road (Learning Disability Day Unit)	In-person contact to vulnerable adults and their records	Yes - Standard
Adults	NELFT Community Learning Disability Centre	In-person contact to vulnerable adults and their records	Yes - Standard
Adults	OT special secondment recharge	System access to customer details is limited	No
Adults	Mobility	Access to DWP systems (Searchlight)	Yes - Basic
Adults	Financial Assessment	Access to DWP systems (Searchlight) and access to Academy (Revenues and Benefits)	Yes - Basic
Childrens	Corporate Parenting	Access to Mosaic and in-depth details of children	Yes - Standard
Childrens	Child Protection Conference - minute taking	Taking minutes at meetings regarding vulnerable children	Yes - Basic

Childrens	Meetings	Taking minutes at meetings regarding vulnerable children	Yes - Basic
Childrens	MASH	Mosaic access with in-depth details of potentially vulnerable customers	Yes - Standard
Childrens	Children's & Family Centres (Junction, Queens, Chingford, Billet and Leyton Sports Ground)	In-person contact with vulnerable adults and their records	Yes - Standard
Childrens	Young Offenders	In-person contact with vulnerable adults and their records	Yes - Standard
Childrens	Social Work Support (Hornbill)	Access to Mosaic and in-depth details of vulnerable customers	Yes - Standard
Childrens	Early Help	Access to Mosaic and in-depth details of vulnerable customers	Yes - Standard
Childrens	Early Years	No access to systems holding details of vulnerable customers	No
Childrens	LAC / Safeguarding BSO	Access to Mosaic and in-depth details of vulnerable customers	Yes
Education	Music Services	No access to systems holding details of vulnerable customers	No
Education	Schools catering	No access to systems holding details of vulnerable customers	No
Education	Schools Admissions	System access (Capita) to customer details is limited	No
Education	SEND	System access (Capita) to customer details is limited	No
Education	Behaviour Attendance and Children Missing Education (BACME)	System access to customer details is limited	No
Neighbourhoods	Meetings	Access to customer details is limited	No
Neighbourhoods	Scanning and Indexing	In depth customer details required	Yes - Basic
Neighbourhoods	Post room	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Pastures	In-person contact with vulnerable adults	Yes - Basic

Neighbourhoods	Parks and Green Spaces	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Cemeteries	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Planning/Building Control	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Neighbourhood enforcement	No access to systems holding details of vulnerable customers	No
Neighbourhoods	Allotments	No access to systems holding details of vulnerable customers	No
Resources	Family Finance	No access to systems holding details of vulnerable customers	No
Resources	Debt Recovery	No access to systems holding details of vulnerable customers	No
Resources	Account Receivable/BACS	No access to systems holding details of vulnerable customers	No
Resources	Accounts Payable	No access to systems holding details of vulnerable customers	No
Resources	Supplier Creation Team	No access to systems holding details of vulnerable customers	No
Resources	Petty Cash Pre-paid cards	No access to systems holding details of vulnerable customers	No
Resources	Insurance	No access to systems holding details of vulnerable customers	No
Resources	Customer Resolution Centre	Access to Academy (Revenue & Benefits)	Yes - Basic

