

**BCP Council  
JOB DESCRIPTION**

**SERVICE UNIT: Childrens Services – Skills & Learning Adult Community Education**

**JOB TITLE: Customer Service & Business Support Officer**

**REF No:**

**GRADE: D**

**JE REF No:**

**RESPONSIBLE TO: Customer & Business Support Team Leader**

**MAIN PURPOSE**

- To provide customer service across the service providing general specialist support / customer service either in support of a designated officer or the team as a whole
- To work with other specialist / support staff carrying out a range of largely regulated tasks and providing general administrative support

**MAIN RESPONSIBILITIES**

1. As directed, assist with general or specific, specialist support / customer service activities, working to meet agreed priorities and deadlines.
2. Assist in the proper and effective delivery of services and / or promotions from inception to completion.
3. Maintain and update records regularly.
4. Input to financial, business support and administration systems, ensuring accurate data for each service element.
5. Operate in accordance with Quality, Health & Safety and other agreed procedures to ensure that all Health & Safety and Safeguarding requirements are met.
6. Assist in the preparation of service documentation, systems, and processes, including monitoring output where needed.
7. Assist with public consultation, where directed, in accordance with service policy and strategy.
8. Prepare support information, where directed, for public information, enquiries and similar purposes.
9. To deputise for the line manager as required and responsive to local priorities and deadlines
10. Assist in the implementation and monitoring of programmes and budgets, to achieve delivery within time and within budget.
11. Responsible for ICT equipment and other general / specialist equipment as and when required.
12. Act as a keyholder for agreed service premises.
13. Travel to other sites responsive to service need.
14. Maintain good relations with internal and external clients, partner organisations and elected members.
15. Where directed, assist in meetings with local councillors and the public.
16. To undertake such other duties as may be required from time to time commensurate with the level of the post.
17. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Prepared by: Lesley Spain

Updated August 13

**PERSON SPECIFICATION**

<b>ATTRIBUTES &amp; CRITERIA</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<p><b>EXPERIENCE</b> Experience in an office environment Experience of team working Experience within an adult education environment Experience of using Quality Management systems</p>	<p>Essential Essential Desirable Desirable</p>	<p>Application Form Interview References</p>
<p><b>QUALIFICATIONS / TRAINING</b> GCSE passes at Grade C or above in English and Math's Or Equivalent qualification in literacy and numeracy An IT qualification at minimum level 2 NVQ in Customer Care at a minimum of level 2 BTEC Business Qualification</p>	<p>Essential  Desirable Desirable Desirable</p>	<p>Application Form Certificates</p>
<p><b>APTITUDES / ABILITIES</b> Able to follow procedures Good interpersonal skills Computer literate Able to meet deadlines Adaptable and able to work unsupervised Able to interrogate data and maintain records</p>	<p>Essential Essential Essential Essential Essential Essential</p>	<p>Application Form Interview References Practical Test</p>
<p><b>KNOWLEDGE</b> An understanding of the principles related to the work area Knowledge of the use of IT applications An understanding of the application of Health &amp; Safety and Safeguarding An understanding of FE / Adult Learning 1, 4 &amp; 5 An awareness of Quality Management systems</p>	<p>Essential  Essential Essential  Desirable Desirable</p>	<p>Application Form Interview</p>
<p><b>ATTITUDE / MOTIVATION</b> A commitment to providing excellence in customer care Commitment to equality and diversity</p>	<p>Essential Essential</p>	<p>Application Form Interview References</p>
<p><b>OTHER FACTORS</b> Ability to travel around the County (and to other areas of the UK) in an agreed timely manner Enhanced Criminal Records Disclosure Flexible approach to working hours (to cover rota between 8am and 9pm for example)</p>	<p>Essential  Essential  Essential</p>	<p>Application Form Interview Driving License Satisfactory DBS Disclosure</p>

