



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Business Support Officer

Permanent role, based in Kingston

Grade D/E

Role purpose

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs employees who thrive in an agile and networked organisation and who can support continuous improvement within a constructive organisational culture.

The role reports directly to an Operations Manager.

Key activities

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports Kingston's commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

Delivery

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- Works with service stakeholders across the organisation ensuring they are provided with all necessary support and information to deliver council services effectively
- Delivers a high standard of support to internal and external customers in line with service level agreements and other relevant performance standards
- Utilise, maintain and get the best out of relevant systems (eg. Agresso, Anite, Civica, IDOX), including data entry, reporting and automation
- Input, update, extract and analyse data, information and records using relevant ICT systems
- Prepare, edit, format, maintain and print documents using MS Office and Google applications
- Carry out financial administration tasks such as raising purchase orders and processing invoices in accordance with procedures and service level agreements
- Follow and maintain internal procedures, continually looking for opportunities to work more efficiently
- Administer more complex, non routine meetings including rooms booking, distribution lists, collating agenda items, taking minutes and following-up on actions
- Handling and responding to enquiries and complaints from the public via all communication channels
- Ensure transactions are accurately recorded and entered into systems in a timely manner and in line with procedures
- Processes applications for council services, for example HMO licence applications, course applications, Building Control applications, Council Tax applications etc
- Organise and support the running of a range of events on behalf of the council eg. courses, mayoral events, staff workshops etc
- Actively contribute to the development of new systems and or business processes, acting on own initiative to tackle operational issues where feasible / appropriate
- Identify and implement opportunities for streamlining work activities to make the Service more efficient, and as part of this maintain and update service related documentation and processes in line with ISO 9001 quality standard.
- Act as a digital champion and be an advocate for continual improvement

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

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The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate adaptability, flexibility and a digital mindset
- Demonstrate examples of taking the lead with regards to continual improvement in respect to the organisation's ways of working
- Be able to demonstrate behaviours that support the organisation's constructive culture
- Work successfully with service stakeholders and colleagues from the Council's corporate services, positive challenging colleagues with a view to securing continually improvement both in our ways of working and our culture
- Administrative experience is desirable, but more important is the willingness and capability to undertake the range of functions set out in the role profile
- You will need a high level of professionalism as well as sound judgement and strong organisational skills.
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity at work, taking ownership to solve problems as they arise
- Actively engage in positive cross organisational communication and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.
- Ability and enthusiasm to work independently and or as part of a team with an appropriate amount of supervision
- Demonstrate willingness to seek out and embrace new ways of working other changes at work as continual improvement becomes the norm
- Strong ICT skills are imperative as is demonstrating a digital mindset
- Good numeracy skills and an attention to detail
- Ability to work at pace whilst maintain accuracy
- Ability to demonstrate personal ownership of tasks at work, achieving high levels of performance in all that you undertake
- Demonstrate an ability to learn from mistakes, using a lessons learnt approach to improving performance and supporting the organisation to achieve its goals and ambitions in the best possible way

Progression to E grade

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- Able to evidence strong performance in respect to personal objectives and team KPIs
- Able to evidence personal contribution to any / all of the following, which has led directly to an improvement in working practices:
 - ISO 9001 accreditation
 - Continuous improvement programme of work
 - Delivery of initiatives and projects in the service plan
- Able to evidence behaviours which support and help develop the organisation's constructive culture
- Able to evidence a digital mindset, with examples of how this mindset has been applied to help deliver the Council's digital strategy
- Able to evidence examples of having experience, knowledge and skills that are beyond that which is expected at D grade
- Able to evidence examples of consistently taking the lead on work in your team
- Able to evidence example of supporting less experienced colleagues, whether through mentoring, buddying or training
- Able to evidence examples of constructive relationships with colleagues across the organisation, and how these relationships have been positive in resolving challenges and delivering a service in accordance with agreed standards.

Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:

- Commercial acumen to find solutions and best value



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- Agile working
- Customer driven, listening and responding to consistently deliver excellence