

Job Description and Person Specification

Role: Business Support Officer



Job Description

Job Title	Business Support Officer
Grade	4
Service	Housing and Homelessness
Reports to	Refugee Housing Manager
Location	Broadgate House
Job Evaluation Code	P1238D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

As a Business Support Officer you will be working within the Housing and Homelessness Team and supporting Senior and Housing Managers and to support Migration related projects in all business aspects from the financial processing to recoding and analyzing data, supporting with partner meetings and maintaining documentations and monitoring sheets. You will be a natural self-starter with a can-do attitude.

Main Duties & Key Accountabilities

Main Duties and Responsibilities:

1. To support the Senior Managers and the Housing and Homelessness Manager in the day-to-day business management of activities related to Housing function of the Migration related projects in the Housing Department.
2. Contribute to the success of the Housing and Homelessness/Migration Service by contributing as a team member providing intelligence around financial management and monitoring to the Head of the service/Programme/Project Manager.
3. To support the administration of Migration related Housing projects as delegated by senior management.
4. To support the financial management of the above projects including invoice payment and client payments.
5. Receive, record, process and follow up payment due to be paid in accordance with agreed payment terms and conditions.
6. Support senior management including Housing and Casework Manager and Supervisors at meetings with stakeholders, Elected Members, and senior managers within the Council related to refugee resettlement.
7. Advise and support the Project Manager and other relevant senior managers in financial planning, performance management, presentations, written reports and strategy documents as required for the project.
8. Prepare claims for various strands of funding and submit them to relevant organisations for income to be received by the Council under Migration related Housing projects.
9. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Housing Providers Suppliers of goods and services Commissioned and non-commissioned Support Services	Benefit Services Facilities Management Other Local Authority colleagues

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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.



Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines

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Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	
Knowledge	
Understanding and knowledge of budget management and financial management processes and procedures	
Good understanding of data confidentiality.	
Knowledge of the principles of, and experience of providing, excellent customer service.	
Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages	
Knowledge of health and safety legislation	
Skills and Abilities	
Well-developed ICT skills, including the use of Word, Excel and Powerpoint, Outlook, Access databases and social media.	
To be able to analyse and interpret information to solve straightforward problems	
The ability to cope in situations where there is an emotional demand arising from the work being undertaken	
Demonstrate accurate numerical skills required to process timesheets and financial documents, with an eye for detail when processing information.	
Time Management skills, with an ability to work under pressure to meet deadlines, priorities competing work tasks.	
Ability to handle confidential information with tact and discretion	
Experience	
Experience of handling and processing manual or computerised information	
Experience of using Business World (formerly Agresso) databases; Word and Excel	
Experience of handling confidential information	
Qualifications	

Relevant experience or a degree level qualification

Special Requirements

This post requires the applicant to have a basic DBS check and may need to undertake evening and weekend work

Date Created

Date Reviewed