

Business Support Unit	
Job Description	
Business Support Assistant – Level 2	
Grade LS15	Post Number: TBC
Responsible to:	Business Support Team Leader
Responsible for:	n/a
Job Objective:	To provide general support functions and respond to service specific requirements throughout the Council.
Main duties and responsibilities:	1. Providing tailored advice and support to members of the public in accordance with service guidance and procedures, including supporting the Rushcliffe Community Contact Centre in responding to enquiries and taking telephone payments.
	2. Assessing customer's needs and allocating requests for service, prioritising these as appropriate to individuals, teams or service providers.
	3. Verification of applications/bookings/ requests for service and checking of supporting evidence and accuracy in accordance with service guidance and procedures.
	4. Providing the Team Leader with information necessary for them to produce reports, maintain service level agreements, meet performance targets and ensure a sufficient response to requests for service.
	5. Enter, maintain and interrogate data in Council systems in accordance with service guidance and procedures. Understand and interpret information. Obtain relevant additional information as required.
	6. Receipt of goods, use of creditors/debtors system, processing and reconciliation of payments using financial systems. Verify amounts due, invoice accordingly. Monitor outstanding debtors and follow up in accordance with council guidance and procedure.
	7. To undertake all office based administrative services and support functions including scanning and indexing of documents

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	<p>8. To assist with ensuring that performance targets and service level agreements are met.</p>
	<p>9. Assisting with general enquiry telephone calls and major campaigns.</p>
	<p>10. Maximise income opportunities to the authority through the effective promotion of Council facilities and services.</p>
	<p>11. Working with other councils or external agencies to ensure/facilitate service delivery.</p>
	<p>12. To share information with the team in order to ensure service standards are met, relevant information is communicated appropriately so all team members are aware of changes to policies, procedures and service delivery.</p>
	<p>13. Undertake regular training within each service area to expand and update knowledge of Council operations. Keep up to date of any changes to policy and procedure which directly impact service delivery.</p>
	<p>14. To undertake such other duties as may become necessary from time to time within the Service as directed by Business Support Team Leader or Lead Specialist.</p>
	<p>15. To be available to work at various council sites around the borough</p>
<p>Approved by: Cara Prendergast</p> <p>Date: May 2026</p>	