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| Job Title: | Business Support Officer – Helpdesk |
| Team/Service: | TDA Property Services |
| Responsible To: | Property Services Manager |
| Accountable to: | Helpdesk Manager |
| Salary/Grade: | D |

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| 1. Key Purpose of Job
	1. To be first point of contact to customers on the Helpdesk.
	2. Communicate with TDA customers and contacts via various channels.
	3. To oversee the full process of dealing with client help calls from inception, understanding extent of the problem, instructing contractors to completion of works including finance.
	4. To work as part of a team of Business Support Officers covering general administrative duties and individual work on assigned duties or for a specific TDA area.
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| 1. Anticipated Outcomes of Post
	1. Create a positive first impression of TDA by being a key point of contact with customers and third parties.
	2. Ensure all areas of TDA are provided with a high standard of business support.
	3. Ensure customers and contacts receive the best level of customer service.
	4. To meet deadlines, collate data and maintain standards relating to administrative processes.
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| 1. Key Duties and accountabilities of the post

Admin * 1. Manage a demanding and reactive workload in a responsive way to ensure key objectives within Professional Services are met.
	2. Diary Management.
	3. Develop Powerpoint presentations and handouts as required.
	4. Liaise with framework partners and external and internal clients to obtain and exchange information relevant to project progression.
	5. Update contracts register as and when required.
	6. Report and document formatting.
	7. Provide reception cover as and when required.
	8. Ensure the company’s Equal Opportunities and Health and Safety policies are applied in the work of the postholder.
	9. To work without direct supervision and manage own workload.
	10. To form good professional working relationships both within TDA and with external bodies.
	11. Deal effectively and professionally with telephone calls and email correspondence into the company.
	12. Managing various generic TDA team mailboxes.
	13. Creating, maintaining and updating of documents and spreadsheets.
	14. Maintain internal filing system.
	15. Record keeping.
	16. Scheduling of meetings and issuing electronic invites.
	17. Booking of meeting rooms/venues and arranging of catering.
	18. Collating and issuing of associated documents, minute taking and transcription thereof for distribution.
	19. Booking travel and accommodation.
	20. Booking courses.
	21. Assisting with booking, scheduling, publicity, setting up and clearing down of events, providing support at events, collecting and processing of events feedback.
	22. Project/task related research.
	23. Providing basic level training for new starters on systems, software and processes.

Team Support* 1. Monitoring of the TDA Helpdesk and logging of incoming calls.
	2. Liaising with contractors/suppliers and following up on outstanding jobs.
	3. Provide feedback to clients on jobs completed and/or outstanding work.
	4. Regular Customer Service Feedback Surveys on works completed and capturing, presenting data thereof.
	5. Working in conjunction with Facilities Management regarding maintenance on Council property.
	6. Reconciliation of job sheets and invoices.
	7. Updating and maintaining of spreadsheets.
	8. Admin support for Corporate Condition Surveys and Service Level Agreements.
	9. Data capturing of Condition Surveys and producing of final Condition Survey Reports.
	10. Maintaining SLA documentation.
	11. Maintaining client and contractor data bases.
	12. L8MS filing system and SHE-Assure/HSB.
	13. Maintaining of Annual Leave/Flex/Absence records within the Property Services team.
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| 1. Give examples of the typical types of problems and decisions the post will be required to make
	1. Learn how to balance workload and manage competing priorities ensuring deadlines are met
	2. Make decisions on escalating problems or phone calls and emails
	3. Filing documentation in appropriate file location
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| 1. Budgetary / Financial Responsibilities of the post
	1. Financial support duties using the company’s Financial Information Management System (FIMS) to enable the raising of purchase orders and issuing of invoices
	2. Arranging for set up of new suppliers.
	3. Completing payment voucher payments.
	4. Year-end processing.
	5. Checking/monitoring of budgets
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| 1. Supervision / Line Management Responsibilities of the post
	1. None
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| 1. Working Environment & Conditions of the post
	1. Normal working environment and conditions
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| 1. Physical Demands of the post
	1. Normal physical effort
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| 1. Specific Resources used by the post

All Business Support Officers will be required to use the core systems. Other systems will be used as governed by the officer’s role.Core Systems:Microsoft Office, Outlook, Word, Excel, PowerPoint, FIMS (Finance), Cloud Booking (Room bookings), Workflow Max (Time recording), Tech Forge (Property Database and Helpdesk function), SHE-Assure (Health & Safety online management tool), HSB (Insurance / Inspection Reports), MyView (HR Management Tool).Other Systems:Supply Devon, ProContract (on-line tenders and bids), I-learn (LMS), L8MS (Water Hygiene Risk Assessments) |

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| 1. Key Contacts and Relationships
	1. **External** - TDA clients and contacts (Torbay Council and other organisations) at every level including senior management, contractors, TDA clients, Torbay Councillors.
	2. **Internal** - TDA Staff, TDA Board members
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| 1. Other Duties

 11.1 To undertake additional duties as required, commensurate with the level of the job. |

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| Additional Information: 1. TDA is a trading name of Torbay Economic Development Company Ltd which is a company controlled by the Council of the Borough of Torbay.
2. This post is based at Tor Hill House but the post holder may be required to move their base to any other location within the TDA at a future date.
3. Successful applicants would be expected to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions.
4. A criminal record check (disclosure) from the DBS is required for this post and will be undertaken before appointment is confirmed.

All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.All staff must be committed to demonstrating TDAs core values of Respect, Integrity Adaptability and Empowerment. If you are required to use your own vehicle on TDA business or drive a TDA vehicle you will be asked to provide information on any driving endorsementsThe post-holder is expected to familiarise themselves with and adhere to all relevant TDA Policies and Procedures.  |

**Person Specification**

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| **Job Title:** | Business Support Officer - Helpdesk | **Team:** | Property Services |

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Effective communication abilities
2. High degree of accuracy and attention to detail
3. Excellent interpersonal skills and ability to work effectively in a team
4. Good organisational skills with the ability to determine priorities and complete tasks within deadlines
5. A desire and willingness to learn about Property Services and the range of work we do
6. Ability to multi-task and meet challenging deadlines and work with competing demands
7. Possess a positive attitude
8. Excellent customer services both internally and externally
9. To work without direct supervision and manage own workload
10. Telephone, ICT and typing skills
 | 1. Basic financial understanding and skills
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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Microsoft Office (Word, Excel and Outlook)
 | 1. PowerPoint
2. Knowledge of building maintenance
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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 12. Working in an office environment13. Working successfully with external agencies, consultants and public | 1. Working in a professional environment
2. Local Government
3. Working with a wide range of software systems
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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. GCSE/NVQ 2 or equivalent
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| **Essential –** **Other requirements of the job role:*** Ability to travel efficiently around the Bay in order to carry out duties if required
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