

Job title:	Business Support Assistant
Directorate:	Customer Experience
Date written:	20/10/2020
Job code:	1314

Purpose of job

Provide an excellent customer service to our customers and internal stakeholders through a comprehensive reception service. Provide wider support through a range of business administration activities such as post functions and document management.

Key duties and responsibilities

- Provide an excellent customer service to our customers and internal stakeholders through a comprehensive reception service. Provide wider support through a range of business administration activities such as post functions and document management.
- Deliver a memorable reception service that reflects our brand, responds professionally and engagingly to customer queries and signposts to the relevant internal departments and external agencies as appropriate
- Provide accurate and timely actioning and sorting of all incoming and outgoing mail for the organisation so that all communications are logged and received according to agreed processes.
- Coordinate insurance claim management tasks and administration including liaison with internal departments and insurance providers to gather the required evidence.
- Carry out scanning of all documents to the Document Management System including filing and indexing appropriately to ensure accurate records of key documents are retained.
- Oversee the delivery of the Loan IT project to our customers on behalf of Service Enterprise, ensuring all necessary documentation is accurately maintained.
- Support colleague wellbeing and the effective day to day operations through ensuring the correct supplies and provisions of tea and coffee, stationary supplies and the processing of food orders and visitors' parking arrangements.

- Raise orders through the finance system and liaise with utility suppliers to ensure smoother handover of properties.
- Support Operations and Customer Experience so service levels are maintained with tasks such as customer contact and workflow tasks as required.

Knowledge, skills and experience required

- A team worker who is resilient and able to remain calm under pressure. A positive, motivated and enthusiastic attitude with an eye for detail and a flexibility to meet Team priorities.
- Be an advocate for the customer who is an effective communicator through all channels and comfortable engaging and communicating at various levels. Sound judgement with the ability to prioritise to solve problems quickly and effectively.
- Demonstrates our values of Being the Difference, Always Curious, Achieving Together, Own it Openly, Embracing Possibility, a team player who has the ability to work under pressure and prioritise workloads to deliver an efficient service.
- Sound literacy and numeracy skills.
- Digitally proficient with the use of social media, MS Office and CRM systems.
- Experience of effective handling of customer enquires via all communication channels, recording customer contacts on CRM systems, working with document management systems, post room equipment and processes.