

Job description

DCL Business Support Assistant

Immediate team	Property Operations
Service team	Development and Corporate Landlord
Line manager's job title	DCL Business Support Lead
Number of direct reports	0
Salary and grade	£33,565 - £39,271 per year, Grade 4
Duration of role	Permanent
Hours per week	37
Location	The designated office base is Abbey House, Abingdon. The councils operate in a truly flexible, and hybrid way where the focus is on outcomes not where you work.
Employing council	South Oxfordshire District Council
Probationary period	Six months
Notice period	One month (G1-8)
Annualised hours apply	Yes
DBS check required	No
Date job description updated	February 2025

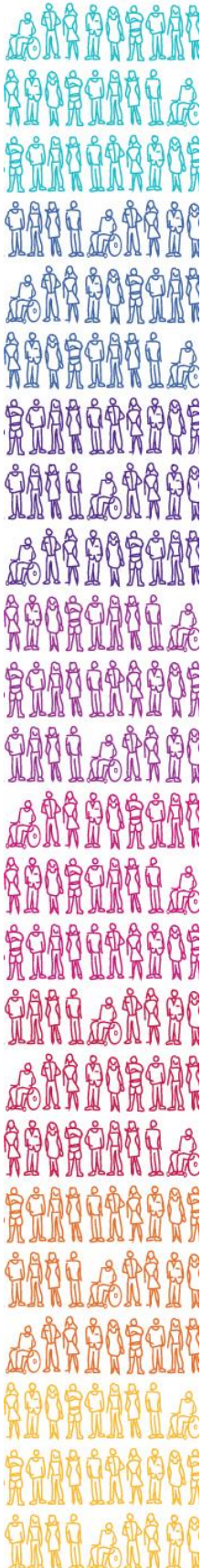
About the role and what we're looking for

Job purpose

The DCL Business Support Assistant role provides administrative business support services across the whole of Development and Corporate Landlord, as well as operational support to some of the smaller teams within the service.

DCL Business Support Assistants play a crucial role in ensuring the smooth functioning of daily business operations by managing tasks such as handling correspondence, maintaining records, organising and taking minutes at meetings, and coordinating schedules. They may also assist with data entry, report generation and general office management.

The team provides business support across the Development and Corporate Landlord service as a whole and responsibilities are wide ranging including but not limited to, support for asset maintenance,



compliance, arts centres, community centres, cemeteries, moorings, engineering, parks, property operations, social housing, tenant referrals, strategic property and capital projects.

DCL Business Support Assistants report to the Business Support Lead and are customer facing roles serving as a central point of contact for internal and external stakeholders, contributing to efficient communication and facilitating collaboration across the organisation. They support all teams in the day-to-day operations and the delivery of objectives as set out in service and delivery improvement plans. Their role is vital in promoting continuous improvement, productivity, efficiency and supporting the overall success of the business.

Main duties and responsibilities

- **Building/Facilities Management**
- To manage the security of Abbey House by controlling the access card system.
- Maintaining the keys and records for council owned properties including sites, parks.
- Managing and maintaining the centralised stationery stock and consumables for the councils/offices by ordering goods and services from various suppliers.
- maintain diaries and arrange internal and external meetings, including booking rooms, organising and purchasing refreshments, "meet and greet" external guests and interview candidates etc.
- Amend websites with key information and consult with the communications team on larger projects.
- Process incoming & outgoing mail ensuring that the post room KPIs are always met, including periods around elections and high mail volumes
- **Administrative Service Support**
- To attend business improvement, contract and project meetings, prepare papers (some of which may be sensitive and confidential), take minutes and chase actions as required.
- Respond to routine internal or customer enquiries by telephone, letter, email and in person, passing on more complex enquiries to the appropriate officer
- Dealing with difficult and vulnerable customers, with diverse backgrounds, including those where translation is required.
- Assist with the administration of the service's budget, including the preparation, issuing and processing of POs, invoices, recharges, requisitions etc.
- Maintain accurate data, such as software systems, spreadsheets,

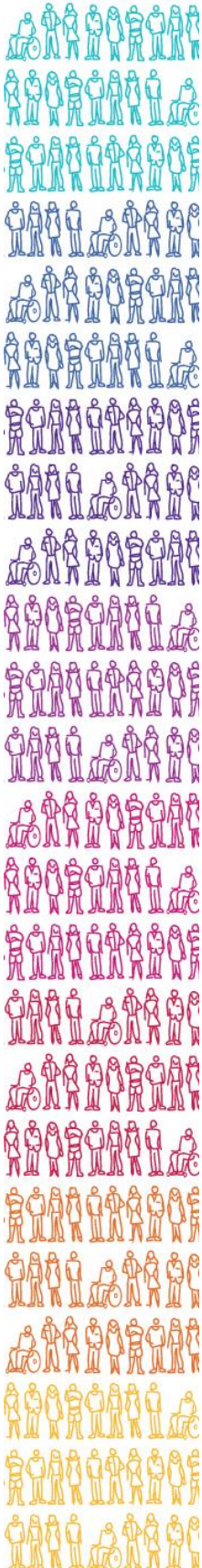


lists, databases etc.

- Assist with organising internal and external events, including booking venues and hospitality, sending out letters and emails, producing a spreadsheet of attendees and preparing literature / resources for the event.
- Undertake general administrative tasks, such as the filing, photocopying, archiving, shredding, scanning, collating of documents.
- To co-ordinate, prepare and evaluate a range of service wide performance management information.
- To coordinate in a timely manner to Freedom of Information request in line with statutory obligations, including safeguarding requests, collaborating with contractors and colleagues as required.
- To produce and maintain procedures for tasks within the job role.

Operational Service Support

- To proactively progress and chase a range of matters referred to the helpdesk to ensure colleagues achieve corporate, service and external deadlines.
- To be available to provide cover for the helpdesk and post room through a rota to maintain an 8:30-17:00 service Monday to Thursday and 8:30- 16:30 service on Fridays.
- To assist in the development of reports and presentations.
- KPI data compilation, analysis, and presentation.
- To manage call outs with contractors using the councils' management systems.
- to organise the effective collation and distribution of correspondence and papers, to ensure that items are both received and dispatched as appropriate.
- Answering telephone, postal and email enquiries, prioritising requests and allocating tasks. This will include managing reactive works and health and safety issues to a safe conclusion.
- Assist with administration and records of all council assets (land and property including trees) complaints, surveys, and audits.
- Fleet Management of vehicles and Machinery
- Raise sales orders and purchase orders including mass uploads and all associated records
- Administer and maintain records of outgoing payments for all purchases including for utilities, materials property operations, technical services and land transactions.
- Administer and maintain records and plan for all operation, property and land transactions such as incoming payments, direct debits, permits and non-payments including debt management and refunds. This includes the administration, organisation and



operational management of cemeteries/burial sites and closed churchyards.

- Management and administration of permits (moorings and car parks).
- Update website and internal web pages.
- To provide fire warden cover, along with the wider team.

The duties may vary from time to time without changing the nature of the post or the level of responsibility and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About you

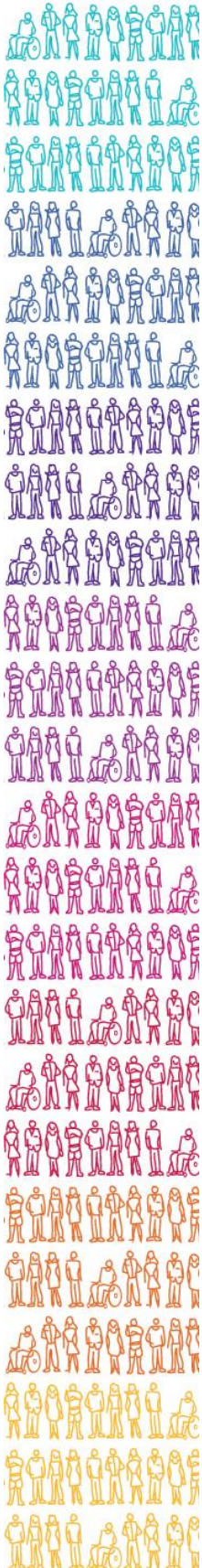
Your essential skills, knowledge and experience

- Proven experience in business support or a similar function.
- Proficiency in using various software applications and online tools,(eg. Microsoft Office Suite and Google Workspace.)
- Strong organisational abilities to manage schedules, files, and tasks efficiently.
- Effective time management and prioritisation skills.
- Attention to detail in handling documents and data entry.
- Excellent verbal and written communication for internal and external interactions, with the ability to convey information clearly and concisely.
- Active listening skills to understand and address inquiries effectively.
- Professional phone etiquette and interpersonal skills.
- Capacity to identify and resolve issues promptly and offer innovative solutions
- Flexibility to adapt to changing priorities and handle unexpected situations.
- Ability to work accurately and efficiently under pressure and meet deadlines.
- Familiarity with database management and data analysis.
- ability to multitask and to work on an extremely broad range of tasks

Your essential qualifications

- GCSEs at Grade C (4) in English Language and Maths (or equivalent qualification or level of experience)

If you have the following experience or qualifications – it's a bonus



- Understand and experience of council governance, policies and procedures
- Knowledge of Property Operations (Maintenance, Construction, Engineering)
- Knowledge of specialist databases – Property Management System, Financial System and GIS mapping
- NVQ Level 2 or 3 in Business Administration, Customer Service, or a related field.
- Level 2 Certificate in Property (Facilities Management
- IT qualifications, such as ECDL (European Computer Driving License), to show proficiency in using office software and databases.

Your style and behaviours

- will act professionally in all circumstances
- able to take accountability and responsibility
- persistent in pursuing positive solutions
- enthusiastic, using initiative and proactive approach to work
- being methodical and organised
- team player, positive, able to work with others and alone
- ability to prioritise own workload
- ability to identify and then resolve problems
- aware of own strengths and weaknesses and committed to addressing areas for development
- maintain the highest level of discretion and professionalism regarding sensitive information.

Work related requirements:

This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2017; the requirement to fulfil all spoken aspects of the role with confidence in English applies.	Yes
Politically sensitive post	No
DBS check required	No
Full driving licence and use of a car for work	No
This role requires you to drive a company vehicle for work	No

About us

Our Vision

We are customer focused and approachable. We are honest and open and are committed to providing high quality cost-effective public services.

Our Values



Working Together

We are a committed professional team, who embrace change and help one another improve



People and Planet

We care about each other and the environment we share



Respect

We act with integrity, and champion diversity and inclusivity



Accountability

We take ownership, do what we say, strive for clarity and welcome feedback



Approachability

We are open, honest and accessible

Our vision and values are important to the councils, and we expect you to support them and embed them in the way we work.

The benefits we offer

- A basic 25 days **annual leave** per annum, rising to 30 days after five years. You also have all the bank holidays to look forward to and time off between Christmas and New Year.
- **Flexible working and annualised hours** – a flexible approach to work that our employees love!
- **Salary pay awards** – most jobs give scope for a pay increase after six months or the following April (depending on your start date) and we also review salaries each April.
- A generous career average **pension** scheme which includes life insurance of three times your salary
- The opportunity to **purchase a bike** through Cyclescheme (cheaper than directly through a store) so that you can cycle to work!
- Various schemes to **keep you healthy** (reduced gym membership, free swims, free eye tests for DSE users and more)
- We give you two days per year to **volunteer** within the local community.
- A range of resources, support, and activities to help you maintain your



wellbeing including a monthly wellbeing hour in addition to annualised hours (the ability to work flexibly as long as, over the course of the year, you complete your contracted hours) and annual leave.

How to apply

Having read about our role if you have any questions, please email Katie Lay at Katie.Lay@southandvale.gov.uk

If this job excites you, please complete our online application at <https://southandvale.livevacancies.co.uk/#/>

We look forward to hearing from you.