

JOB DESCRIPTION

Job Title	Business & Customer Support Assistant		
Directorate	Regulatory & Operational		
Reporting to	Business Support Supervisor		
Grade	15		
Evaluation ref:	AG0480	Job ref:	Family BAC15
Role purpose			
<p>The Business & Customer Support Assistant plays a crucial role within the Community, Place & Economy Directorate by providing comprehensive administrative and customer support services. This position is responsible for handling a wide range of customer enquiries, booking appointments, and managing general registration service queries. The role involves maintaining accurate records, processing transactions, and ensuring the confidentiality of sensitive information. The assistant will also support the team by preparing documents, managing correspondence, and performing general administrative tasks. This role requires excellent communication skills, attention to detail, and the ability to handle challenging situations with tact and discretion. The postholder is often the first point of contact for customers and plays a vital role in ensuring the smooth operation of the service.</p>			
Responsibilities			
<ul style="list-style-type: none"> • Respond to customer enquiries professionally and promptly, booking appointments and handling general registration service queries. • Provide a welcoming reception service to visitors and manage face-to-face, phone, email, and letter correspondence. • Use electronic appointment booking systems to schedule appointments and update customer records. • Maintain and update electronic and manual record systems, ensuring data accuracy and completeness. • Process various transactions, including handling cash, cheques, and card payments, and maintain records for petty cash. • Collect, collate, and process information and data related to the service, including certificates and registrations. • Assist in searching historical certificates, producing copy certificates, and annotating registers. • Prepare and send replies to service correspondence, using templates and standard text where appropriate. • Produce and manage documents, spreadsheets, and reports, ensuring confidentiality of sensitive information. • Minute/note take at meetings and prepare materials for presentation and circulation. • Perform general administrative tasks, including sorting post, photocopying, arranging meetings, and managing diaries. 			

JOB DESCRIPTION

- Prepare and process orders for stationery, goods, and services, and handle invoices and budget monitoring.
- Support IT system housekeeping and routine health and safety tasks, including asset monitoring and reporting equipment faults.
- Use initiative to respond to day-to-day requests for business and administrative support from service practitioners and senior officers.

Impact

The assignment holder will often be the first point of contact for service delivery as well as administrative matters. This will involve a significant amount of telephone, face-to-face and email contact with customers and members of the public. On occasions customers or visitors may be distressed or challenging and this requires the assignment holder to use tact and discretion and to decide on the best course of action mindful of any potential confidentiality issues.

Daily contact with line manager and officers within Business Support and Registration Service including County Superintendent Registrar and Registration Management Team to pass and receive information, to receive work instruction and to resolve front line problems.

As required, contact with a range of internal and external stakeholders including staff from other services, senior officers and elected members, other local authority Registration Services, Bereavement Counsellors, Coroner's Office and other statutory bodies, to pass and receive information or deal with routine queries.

Where the office/team has a responsibility for collecting/receiving cheques/cash, as authorised the assignment holder will ensure the accurate receipt, processing and safe handling of the cash/cheques.

The assignment may also include the day-to-day administration of petty cash or other local financial activities or processes.

Where appropriate take responsibility for the monitoring and safe keeping of items of office and other equipment.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Understanding of customer service principles and practices.	x		
Knowledge of administrative and clerical procedures.	x		
Knowledge of administrative and clerical procedures.	x		

JOB DESCRIPTION

Familiarity with electronic appointment booking systems		x	
Basic understanding of financial processes and petty cash handling.		x	
Knowledge of local government operations and services		x	
Experience			
Experience in a customer service role, handling enquiries and providing support.	x		
Experience in an administrative role, managing records and processing transactions.	x		
Experience in preparing and managing documents and correspondence.	x		
Experience using electronic and manual record systems.		x	
Experience in handling cash, cheques, and card payments.		x	
Experience in minute/note taking and preparing meeting materials.		x	
Qualifications / Registrations / Certifications			
GCSEs or equivalent in English and Maths.	x		
NVQ Level 2 in Business Administration or equivalent.		x	
Customer service qualification or training.		x	
IT qualifications or training in Microsoft Office applications.		x	
First Aid certification.		x	
Health and Safety training.		x	
Skills			
Excellent communication skills, both written and verbal.	x		
Strong organisational and time management skills.	x		
Ability to handle challenging situations with tact and discretion.	x		
Proficiency in Microsoft Office applications, including Word and Excel.	x		
Attention to detail and accuracy in data entry and record keeping.	x		
Ability to work independently and as part of a team.	x		

JOB DESCRIPTION

Working Conditions

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location:** The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

- Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: April 2025