

JOB TITLE	Senior Business Support Assistant
TEAM	Community Safety
DIRECTORATE	RESOURCES
WORK BASE	Lincoln, Myle Cross

*This job brief sits alongside the job description for this role.*

#### **Key Objective –**

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Support the wider team in day-to-day activities to ensure high level of customer service to the Community Safety teams.
Liaising with external providers via email to obtain required information.
Monitoring of system and inboxes
Updating and liaising with service on partnership responses.
General inbox queries and completing business support requests.
Supporting the SLP Website Service FOI, Complaints, Letters, Enquiries and Compliments forwarding to the relevant service manager for action.
Meeting administration - including booking meeting spaces, drafting agendas, tracking action logs, distributing documents, tracking attendance etc
Exploring new ways of working and best practice approaches that align well with our values
Supporting HR and the wider Business Support Teams
Supporting Building Maintenance with Property related queries, meeting support and general office tasks
Training and support to new starters
Attending meetings on behalf of Team Manager to support the wider changes to the Business Support service provided to Community Safety.
Creation and management of task and office rota
Supporting Community Safety questions, queries and distribution of reports to managers and co-ordinators.

THE FOLLOWING TASKS ARE GENERIC ACROSS BUSINESS SUPPORT AND APPLY TO ALL GRADES ACROSS THE SERVICE
Provision of high-quality support to all internal and external customers
Basic use of Microsoft packages including but not limited to Word, Excel, Outlook, PowerPoint
Undertake routine clerical duties including, but not limited to, photocopying, fax transmission, laminating, binding, scanning, document collating and distribution
Recording, reporting, distribution and collection of mail (where no central team undertaking)
Undertake reception duties, including signing in and out visitors, ensuring they are aware of fire evacuation procedures
Undertake routine monitoring of generic resource email accounts (as allocated by Supervisor)
Receive routine telephone enquiries, message taking and call re-direction
File maintenance
Filing / electronic filing, Records Management, Subject Access Request

Orders, receives, checks and distributes stocks of stationery and other consumable items (where no central team undertaking)
Meeting/event convening (room booking, invite sending, room set up, refreshments etc.)
Fire Marshall cover (where appropriate)
Record and update sickness database (where no central team undertaking)
Imprest purchasing and petty cash (where no central team undertaking)
Health & Safety support and awareness
General minute taking
Peer training/coaching/mentoring
Induction support
Accommodation / property support to Supervisor (where no central team undertaking)
Basic support for systems in use by LCC or Service Area supported (in agreement with Supervisor)
Use of IT systems/databases to enter, amend or extract information (as determined by Supervisor)
Production of reports, letters, audio tapes and other processed communications, often of a sensitive nature
Equipment maintenance (where no central team undertaking)