

JOB TITLE	Business Support Assistant Level 2
TEAM	Highways
DIRECTORATE	Resources
WORK BASE	Lancaster House, Sleaford NKDC, Horncastle, Thurlby, Pode Hole Depot
AUTHOR	Rebecca Stevenson
DATE OF LAST UPDATE	18/08/25

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

Key Objective –

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Completion of NRSWA (New Road and Street Works Act), liaising with external providers via email to obtain required information.
Monitoring of JADU system, including processing of VAT receipts.
Processing of Insurance claims and sending out paper forms when requested to members of the public.
Inputting of Structure Reports on the confirm system.
Updating and liaising with Service on Fix my Street responses.
General inbox queries and completing letter requests.
Monitoring the Confirm dashboard and updating request to the relevant teams.
Updating and monitoring night patrols for TSP
Monitoring Streetlight emergencies and updating the system accordingly.
Raising purchase order, invoicing and PCard requests
Inputting Permitting requests and maintaining a spreadsheet with start, stop data.
TSP Daily Checks completed on internal system
Supporting Service with FOI, Complaints, Enquiries and Compliments forwarding to the relevant service manager for action
Car Hire Claims processing
Ordering of PPE equipment for Service staff and monitoring and maintaining stock levels
Supporting the Events & Section 184 Team with admin
Minute taking
Supporting Depots with Property related queries, meeting support and general office tasks.

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)