

JOB TITLE	BUSINESS SUPPORT ASSISTANT LEVEL 2
TEAM	BLUE BADGE
DIRECTORATE	RESOURCES
WORK BASE	COUNTY OFFICES, LINCOLN
AUTHOR	
DATE OF LAST UPDATE	

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

Key Objective –

To administer the receipt, assessment, issue or refusal of all blue badge applications in Lincolnshire. Receipt of all public enquiries to the published LCC Blue Badge telephone number. Ensure assessments are carried out fairly and consistently adhering to governing legislation and within LCC & DfT timescale targets.

THE FOLLOWING TASKS ARE SPECIFIC TO THIS ROLE
Daily Prioritisation of Application Assessments
Assessment of 'Subject to Further Assessment' applications
Review of requests for duplicate badges
Daily check of assessment timescales via BBIS
Identifying Further Evidence required
Process all letters requesting 'further evidence' and record on BBIS
Match evidence to original paperwork
Scan and upload evidence received to IMP
Print off email evidence and match with paperwork
Upload all letters sent to clients to IMP as part of client record
Producing detailed refusal letters referring to DfT guidance
Reviewing Appeals received on own cases with TL
Identifying clients recommended for IMA's to pass for G4
Telephoning applicants where more information is required on applications
Reviewing DisabledCarParking Inbox
Completing desk based assessments where required
Deal with face to face enquiries via County Offices reception
Ensure applications held at 'on hold' status are dealt with within a good timescale
Organise provision of application forms at local council offices
Record client deaths on BBIS
CALL HANDLING
Log into blue badge hunt group in order to take public enquiries in relation to Disabled Parking
Provide telephone advice to applicants on a range of subjects including but not limited to: Blue badge payments Requests for application forms (ensure online option is suggested) Updates on application assessment Queries on completing the application
Early/late cover on a rota basis to ensure telephone calls are handled between 8am – 5pm Monday – Thursday and 8am – 4:30pm Friday

BLUE BADGE PAYMENT RECEIPT
Administration of Blue Badge payments via cheque and telephone payment
Adhere to specific Blue Badge payment policy and therefore Data Protection Act
Entry onto Zipporah and Capita online payment systems
Resolution of badge request on BBIS
BLUE BADGE BANKING – to be undertaken daily
Via EReturns tab on Agresso daily entry of lodgement for each cheque or cash payment received where the badge request has been resolved as an approval
Ensure only cheques made payable to Lincolnshire County Council are accepted for banking
Enter badge holder surname and badge number in notes field of each lodgement
Enter cheque number in description field
Ensure total balances with total on Agresso
Enter credit slip reference number before reconciling the entries
Record RC01 number on credit slip
Complete all other fields on credit slip and take to Barclays bank to deposit

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)