

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: **Senior Business Support Officer**

Grade: **Scale 6**

Reports to: **Environment Support Team Manager**

Grade: **PO1**

Directorate: **Housing**

Section: **Environment**

Main Purpose of the job:

To play a pivotal role in supporting the delivery of high-quality Environment services by providing professional business support, coordinating operational activity, driving continuous improvement and ensuring excellent customer outcomes. The postholder will act as a senior member of the support team, deputising for the Environment Support Team Manager when required, leading by example and helping to develop efficient, resident-focused ways of working.

Summary of Responsibilities and Personal Duties:

- Deputise for the Environment Support Team Manager, providing leadership, guidance and operational support to colleagues as required.
- Monitor team performance, productivity and service standards, identifying trends and opportunities for improvement.
- Take ownership of complex enquiries, complaints and casework, ensuring timely and customer-focused resolutions.
- Actively review and improve administrative processes, systems and procedures to enhance efficiency and customer experience.
- Produce accurate management information, reports and performance data to support operational decision-making.
- Coordinate and support projects, service reviews and improvement initiatives across the Environment service.
- Build positive working relationships with internal teams, contractors, partners and stakeholders to ensure effective service delivery.
- Identify issues, risks and opportunities proactively, escalating appropriately and recommending practical solutions.
- Promote a culture of collaboration, innovation and continuous improvement across the service.
- Champion excellent customer service and ensure residents remain at the heart of service delivery.
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Generic responsibilities

- Maintain excellent customer service in all areas of work
- Take responsibility for own learning and development
- Comply with all Lewisham policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity. Actively engage in 1 to 1's, Development Reviews, mandatory and elective training

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Internal Contacts: Various departments within the Council.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Number of partially managed staff: Non

PERSON SPECIFICATION

JOB TITLE: Senior Business support officer

POST NO:

DEPARTMENT: Environment

GRADE: Scale 6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked '**S**' will be used especially for the purpose of shortlisting. Categories marked as '**D**' are desirable.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community.....**S**
- Understanding of how equality and diversity relates to this post.....**S**

Experience

Essential (S)

- Experience of providing high-quality business or administrative support within a busy operational environment.
- Experience of managing competing priorities and meeting deadlines.
- Experience of dealing with customer enquiries, complaints or casework.
- Experience of maintaining accurate records and producing reports.
- Experience of using a range of Microsoft Office applications and business systems.
- Experience of working collaboratively across teams and services.

Desirable (D)

- Experience supervising, mentoring or supporting colleagues.
- Experience supporting projects, service reviews or improvement initiatives.
- Experience working within local government or a public sector environment.

Skills and Knowledge

Essential (S)

- Excellent organisational and prioritisation skills.
- Strong written and verbal communication skills.
- Ability to analyse information and make informed decisions.
- Ability to identify problems and develop practical solutions.
- Strong attention to detail and commitment to quality.
- Ability to work independently and use initiative.
- Strong customer focus with a commitment to excellent service delivery.
- Good numerical and data management skills.

- Ability to use technology effectively and learn new systems quickly.

Desirable (D)

- Knowledge of performance monitoring and KPI reporting.
 - Understanding of contract administration and supplier management.
 - Knowledge of project management principles.
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Personal Qualities

Essential (S)

- Positive and professional attitude.
- Resilient, adaptable and flexible.
- Forward-thinking and committed to continuous improvement.
- Takes ownership and accountability for outcomes.
- Collaborative and supportive team player.
- Demonstrates integrity and professionalism.
- Proactive in identifying opportunities to improve services.
- Commitment to equality, diversity and inclusion.

DBS Disclosure Required?

No

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Basic

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Enhanced

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