

Job Description

Business Support Coordinator (Neighbourhood Services)

Reference: 23

Date: May 2026

Job Family:	Administrative Support/Business Support
Level:	1
Band:	4
Career Track:	Operational

Job Purpose

To contribute to the efficient and effective delivery of Local Services within a designated geographic area, through the provision of administrative, technical & financial support to these service areas as part of a team(s) of support and ancillary staff. The services areas covered will include for example refuse collection, recycling, garden & commercial waste services, parks and grounds maintenance, cleansing, gully emptying, markets, car parks and vehicle fleet management and, where appropriate, highways maintenance, winter maintenance and cemetery and burial administration.

Service Purpose

The primary purpose of Neighbourhood Services is to work with local communities and other key stakeholder organisations to improve the physical appearance and quality of life within our communities, making them cleaner, more sustainable, self-sufficient and safer places. Neighbourhood Services is part of the Place & Regeneration Directorate, which is responsible for economic growth, regeneration, housing and environment.

Neighbourhood Services are responsible for a number of key council services including waste and recycling, environmental enforcement, street cleansing and grounds maintenance, bereavement services, fleet services and countryside services. These are high profile services that make a significant contribution to the delivery of our corporate plan.

Duties and Responsibilities

Team Support and Supervision

- Assist in the organisation and coordination of a small team, including allocating tasks, providing guidance and supporting delivery of service objectives and quality standards.
- Support the induction, training, appraisal and ongoing development of staff, acting as a coach or mentor where required.

Service Delivery and Customer Requests

- Receive, process and administer service requests from customers and internal systems (e.g. CRM), ensuring efficient delivery in line with service and customer care standards.

- Deal with internal and external stakeholders, resolving non-routine or contentious queries in accordance with procedures.

Financial and Systems Administration

- Operate financial and performance management systems, maintaining accurate records in line with statutory and organisational requirements.
- Raise invoices, process payments, manage debt recovery and administer service-related systems (e.g. booking, client or asset records).
- Raise and receipt orders for goods and supplies using corporate systems (e.g. Oracle e-Business Suite, Fleetmaster).
- Administer petty cash and reconcile cash or cheque transactions in accordance with financial procedures.

Business and Operational Support

- Provide general administrative support including document management, handling correspondence, managing visitors, and maintaining stock in line with corporate standards.
- Provide administrative support for operational activities including vehicle fleet management and insurance claims processing in line with council policies.

Data, Projects and Service Support

- Compile, analyse and maintain financial, performance and statutory data, supporting reporting requirements and returns within defined parameters.
- Support service projects and initiatives, including arranging meetings and taking accurate notes where required.
- Maintain personnel, training and health and safety records, and support the organisation of training, travel and accommodation.

Emergency and Additional Responsibilities

- Support Local Services in responding to civil emergencies, including liaison with emergency services and partner organisations.
- Undertake other duties consistent with the grade and nature of the post.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 2 or equivalent in a business-related discipline

Knowledge, Skills and Experience

- Considerable experience in a similar role covering a broad range of support tasks and procedures
- Experience in using office applications on a personal computer.
- Previous experience of providing administrative support to front-line services within one or more of the specific Local Services areas.
- Knowledge of a broad range of work-related tasks and procedures together with the operation of associated tools and equipment.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital & Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.
- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community & Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Organiser:** You make plans and are well prepared. You seek to maximise time and productivity.
- **Precise:** You concentrate on detail and make sure everything is accurate and error free.
- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.
- **Service Focused:** You look for ways to serve customers putting their needs at the heart of everything you do.
- **Efficient:** You convert resources into results in the most efficient and cost-effective way.

Desirable

- Level 3 or equivalent in a business-related discipline
- Experience of using the Oracle e-business suite.