Aberdeen City Council

Job Profile

Business Services Administrator

Tier 2

ABERDEEN
CITY COUNCIL

About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The Local Outcome Improvement Plan 2016 – 2026 (LOIP) identifies how Aberdeen City Council, together with our Community Planning Partners, will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes
- Empowering the communities we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better meet our outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.

About the *Customer* Function

This function is responsible for the management of the ACC customer 'platform', consolidated customer functions and has the duty of dealing with the first point of enquiry, assessment, managing demand and interfacing with operations where this is necessary. The function is focused on helping individuals and communities to help themselves, where appropriate, as part of the whole system overview of demand which the Council is facing.

The function is there to create the conditions for more of our service offer to be delivered through digital means, to enforce customer standards and to, overtime, build deeper and broader services directly through to customers and communities and away from 'services'. The role is highly reliant on the IT and business intelligence functions and the owner of the Strategic Digital Partner.

About the *Customer Experience* Cluster

This cluster is responsible for managing all internal and external customer contact across all channels (face to face, telephony, mail, web, social media etc).

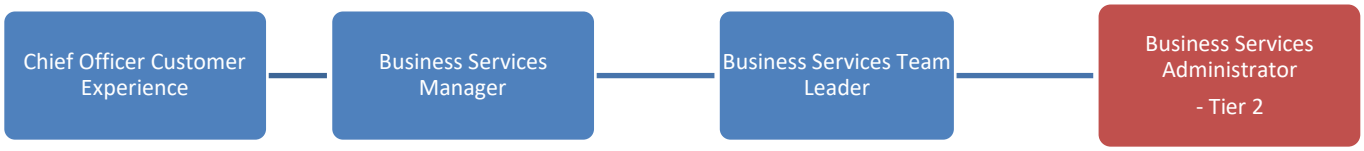
About the *Business Services* team

For information on the Business Services team, please click on the link below:

https://transformationzoneblog.com/target-operating-model/customer-function/business-services/

About the Role

The purpose of this role is to deliver a high-quality business support and administration service to the Council.	Job Title	Business Services Administrator – Tier 2
	Grade	7
	Location	TBC



Key Outcomes and Task Examples

The post holder will deliver:	Examples of related tasks:
A high-quality business support service to the Council	• Provide general administrative support and ensure that agreed processing times and quality targets are met • Provide service-specific administrative support including updating registers, processing applications, and meeting administration • Use data and records to provide reports to Services, including collating information for monitoring purposes • Proactively raise issues and collaborate across the team to devise improvements and refinements to the service • Support the Team Leaders to manage demand • Maintain good communication with customers to fully understand their requirements • Actively support other Business Services Administrators in the delivery of a high-quality Business Services function • Share key management information with Business Services Team Leaders, including escalating risks and issues for intervention • Report agreed metrics such as target success rates, volumes handled and unit costs

Minimum Role Requirements

This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.

As a minimum	• Standard Grade qualifications or equivalent
Demonstrate skills and experience in	• Office administration • Working with others co-operatively and flexibly to achieve better services and customer-focused outcomes • Using a variety of IT packages • Organising and prioritising own workload
Demonstrate commitment to	• The principles of the target operating model • The priorities and aims of Aberdeen City Council
Demonstrate understanding of	• Relevant policy and legislation

Behaviours

The post holder needs to demonstrate the following behaviours:

Communication	Communicates in a way which is clear, open, honest and constructive; shares, listens and responds to information, options, ideas and instructions.
Customer Focus	Recognises customer service is part of everyone's job; takes into account customer needs and expectations; strives to meet expectations where possible, manages expectations where this is not possible; is proactive in improving the service
Professionalism	Maintains the standards expected by the service and the organisation at all times; remembers that they are representing the Council
Respect	Behaves in a way that demonstrates respect for people, property and policy

Other Requirements

- Travel as required in relation to the needs of the Service
- Work at alternative locations as required

Function	Customer	Cluster	Customer Experience
Version Date	14/05/2018	JE Number	7846

This job profile provides indicative information about outcomes, tasks and activities that may be undertaken as part of this role. It is not intended to be an exhaustive list due to the need for agility and flexibility in our workforce and to be responsive to change and meet the business needs.