**Job Description**

**Job Title:** Business Support Assistant – Business Relationship Team

**Grade:** Grade 2

**Main purpose of the job:**

* To provide a range of technical, clerical, financial or support services to internal or external customers
* To work effectively to produce accurate information within prescribed timescales
* To provide information and support to, customers and employees to support the efficient and effective running of the service

**Key Responsibilities and Tasks:**

* Offer an excellent Customer Service in any contact with external or internal customers
* To provide detailed information to customers and employees to inform decision making and support the efficient running of the service
* Take accurate notes and transcribe into records
* Produce reports using automated software or standard templates to meet data management and service monitoring requirements
* Maintain records in a timely and accurate manner
* Process financial transcations is in a timely and accurate manner
* Ensure that data collection complies with all company regulatory and policy guidelines
* A commitment to continuous improvement
* To promote and champion a positive organisation-wide culture that reflects the Company’s values

**Other Duties:**

* The post holder must carry out their duties with full regard to the Company’s Equal Opportunities Policy and all other Company Policies.
* The post holder must comply with the Company’s Health and safety rules and regulations and with Health and Safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Company.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Company records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Company records and information, and respect the privacy of personal information held by the Company.