



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Business Support Officer
Post Number	
Accountable to	Business Support Team Leader
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy. To ensure business continuity the expectation is for at least 80% attendance at the office.
Last updated	Nov 2025

Job Description - Principal purpose of job (role summary)

As Business Support Administration Officer you will support the Business Support Team Leader in the provision of a variety of essential business support and administrative services to the councils, including the Adur Homes and Revenues and Benefits services. This involves working within established guidelines, policies, and procedures. Additionally, the role requires initiative, creativity and decision making when handling complex demands, such as those related to garages, road closures, customer support and councillor inquiries.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Responsible for the efficient handling of all council post, including:

- Incoming Mail: Scanning, indexing, and electronic distribution. This also involves sorting for council-wide porter distribution.
- Outgoing Mail: Preparing and dispatching all outgoing post, including signed-for items. This requires accurate weighing, sizing, addressing, franking, and stamping.

Scanning & indexing any filing

Undertake and assure the redaction of personal data within documents and records in compliance with Subject Access Request (SAR) guidelines and relevant data protection legislation.

Dealing with enquiries on existing repairs from tenants or contractors

Support Adur Homes and council teams, as required, in collection of income including recharge payments.
Using bespoke in house systems to raise job tickets and process contractor invoices. Using the Council's Financial Management System raise purchase orders and payment of invoices. Support other departments who need advice or assistance.
Monitor and order stationery supplies for the whole Council using the approved supplier. Source adhoc items not available from the catalogue.
Administering Garage Lettings including monitoring and dealing with current and former garage tenant rent arrears.
Raise tickets for Adur Homes repairs and support invoicing associated with voids management..
Liaising with external print house to collate and manage mailouts.
Assisting with general customer enquiries
Monitor the Adur Homes inbox and action or forward messages as required.
Manage both Adur and Worthing Councillor Enquiry inboxes. Logging contact as it comes in, managing responses and indexing correspondence once the case has completed
Input CORE data to central government website, scan and index once completed.
Process road closure applications by liaising with applicants, consulting local agencies and emergency services, preparing official Notices of Order for the legal team to seal.
Produce identity cards for new starters, ensuring that all access is kept up to date and with appropriate restrictions. Remove access for staff leavers promptly, and take payment for the replacement of lost cards.
Process external room booking requests for local groups/charities and invoices them where appropriate.
Produce rail warrants for staff and councillors travel.
Support the transport of mail with Councils porters as required including small amounts of stationery, including paper, as needed.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#) .

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	Good standard of education to GCSE standard or equivalent.	
Knowledge	<p>General administration</p> <p>Customer service</p>	<p>Local authority housing Services</p> <p>Knowledge of building Maintenance</p> <p>Knowledge of Income</p>

		collection
Experience	General administration Customer service	Local Government or Housing Association Working with Google Drive or Microsoft office
Communication	Speaks confidently conveying clear messages to a wide range of audiences Conveys written information clearly and accurately to a wide range of recipients	
Relationship Building	Builds positive and productive working relationships with a wide variety of individuals including staff, managers and residents to support tenants needs. Positive attitude to customers and to the delivery of high quality services. Demonstrates a clear commitment to the team approach; exchanging ideas and providing support to colleagues	
Analytical	Has an analytical approach and professional curiosity, for example to try new ways of doing things to increase effectiveness and efficiency Demonstrates an eye for detail and good concentration	
Planning/ Organising	Good organisational skills Able to prioritise effectively	
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	