

Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Business Support Officer
Job Reference	
Service	Local Housing Companies
Team	Loddon Homes
Location	Shute End / Hybrid
Reports to	Managing Director
Responsible for	N/A
Grade	5
Contract Type	Permanent
Hours	Part Time, 22 hours per week

Main Accountabilities	
1.	To help organise and facilitate the day to day activities of the team, including ensuring governance arrangements for the Loddon and Berry Brook Boards, monitoring and progressing resident repairs and maintenance matters, being the first point of contact for resident and partner enquiries
2.	Assisting with all arrangements associated with the co-ordination of Loddon Homes and Berry Brook Boards, including production of agenda packs, minute taking, action recording etc.
3.	Provide a full support service to include: • Production of various types of documents with a high degree of accuracy • Processing and co-ordinating reports to meet Board timescales and key meetings • Preparation of routine correspondence, draft letters, reports etc • Booking rooms and providing information and the necessary facilities for meetings as required • Collating and distributing papers as required • Attend meetings as required to take and produce clear concise minutes. To alert the team and Board members of any required actions prior to the next meeting • Circulating minutes and information and manage actions arising • Assist in the arrangement of formal and informal events • Setting up databases/spreadsheets in response to data collection needs • Establishment/use of systems to support work flow/work chasing
4.	Ownership of day to day office management including annual calendar management for events, governance activities etc
5.	Assist in the co-ordination of resident focused events and engagement activities



6.	Take ownership of calls/enquiries and ensure that outstanding tasks are followed up and dealt with to the satisfaction of both the customer and Loddon / Berry Brook Homes
7.	Ensuring an excellent customer experience for resident enquiries by delivering high quality customer service through the effective management of repairs and maintenance issues, complaints and resident enquiries
8.	Ensuring accurate information relating to housing information is maintained and stored appropriately.
9.	Working in partnership with the Loddon Homes and Berry Brook Homes dedicated housing officer to ensure that actions arising from estate visits are completed and closed
10.	Ensure value for money for our customers through the continual monitoring of utilities; applicable tariffs and charges whilst ensure timely and accurate billing.
11.	To take ownership of customer communication channels to ensure residents are informed of matters that affect them as and when required.
12.	Undertake a range of administrative duties to a high standard
13.	Any other duties consummate of the post.

Person Specification	Essential	Desirable
Qualifications	5 GCSE level (A*-C) to include English and Maths or equivalent (or appropriate experience	
Technical Skills.	Previous experience of supporting a team and co-ordinating the team's efforts to achieve objectives	
	Proficient in MS Office - able to use Outlook, Word, Excel and PowerPoint without assistance and able to pick up other software packages easily. Utilises information and communications technology to access and communicate information	
	Ability to create letters, emails, minutes and documents competently. Good attention to detail and accuracy	
	Numeracy - works accurately with figures e.g. budget monitoring, calculate %, cross checking data	
	Communicates effectively with people at different levels using all access channels	
	Excellent organisational skills	
	Work effectively under pressure in a busy, diverse and demanding work environment	



	Well-developed listening skills and the ability to assimilate information	
	Proven ability in capturing, storing and accurately retrieving information to meet service needs	
	Tact, diplomacy, confidentiality and sensitivity	
	Ability to work without supervision using own initiative	
Knowledge	Knowledge of standard office procedures	
	Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)	
	Understanding of confidentiality and data protection	
		Experience of working within a housing and / or local government setting

Purpose Details	
Service Purpose	The Local Housing Companies purchase high quality affordable, social and market homes for local people who become our residents. We are committed to providing a good, responsive and respectful service for all our tenants and leaseholders. This is where the role holder can make a real difference to residents and how they feel about their home and their landlord.
Role Purpose	The group (Loddon Homes and Berry Brook Homes) purchases high quality affordable, social and market rent homes for local people in support of the Council's housing delivery aims. Loddon Homes Business Support Assistant will support the various functions of the housing companies including: ▪ Administrative support to the Managing Director and senior team: This involves face to face, email and telephone contact with internal colleagues, service users, contracting partners all the while ensuring excellent customer service is provided at all times ▪ You will provide support to multiple functions at any one time and therefore must be able to demonstrate the ability to prioritise and work to deadlines. ▪ Our customers are at the heart of what we do. You will act as a Brand Ambassador for Loddon and Berry Brook Homes, delivering an exceptional customer experience through identifying and fulfilling all customer needs at first point of contact. ▪ You will be adaptable and flexible in your approach to working, to ensure that all required tasks are completed as part of a small, one team, approach.
Resident responsibility	Our focus on our residents cannot be compromised. A clear, effective and structured approach to asset management plays an integral part in delivering tangible results for our residents, after all, who knows about the condition of their homes better than our residents do?



	Fundamental to this role is an understanding and a commitment to making our residents feel heard, respected and empowered about the home they live in. This will be achieved through: • Ensuring homes are suitable and safe for tenants • Working with tenant engagement teams to respond to feedback and concerns about housing conditions. • Involving residents in the decisions we make about their homes and giving them an opportunity to contribute and have choices.
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Supervision and Relationships	
Supervision Received	Day to Day - Resident Services Manager
Supervision Given	None
Contacts	The postholder will work closely with other members of the LHC Team. In addition, they will build strong working relationships with leaders and managers across the Council and residents

Resources/Budget Management
N/A

Special Requirements
A full driving licence and access to a vehicle. DBS check required.

Evaluation Declaration	
Date of Evaluation:	July 2025
Evaluated by:	Nargis Phagura

