

Operational Support Assistant

Department: Customer and Local Services

Division: Operational Support

Reports to: Operational Support Team Leader

JE Reference: CLS118

Grade: CS04

JE Date: 20/04/2020

Job purpose

To prepare, collate, scan and verify all incoming documents to the department to ensure the quality and accuracy of data capture using Optical Character Recognition Software. Provide support to 250+ staff to aid the daily business operations of Customer and Local Services.

Job specific outcomes

- Review the acceptability of paperwork presented for all benefit claims and prepare appropriate documentation for the scanning and verification process. Use discretion where appropriate to determine the suitability and quality of the document in order for it to be processed successfully through the departments NESSIE workflow system.
- Undertake the processes of scanning documents onto the NESSIE workflow system using a high degree of accuracy, to enable documents to be processed in a quick and efficient manner, ensuring customers receive timely service in line with expected standards and SLAs.
- Maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
- Update internal systems and data, including making changes to records such as change of name, address, and other customer or departmental related information to ensure accurate customer records are maintained.
- Receive, open, and distribute all incoming post and internal mail inside daily deadlines, so that staff can deliver services in a timely manner.
- Check, sort, and envelope automated letters and forms from specialised printers. Collect and ensure all outgoing mail is despatched inside daily deadlines so that customers receive correspondence within SLAs.
- Assist acquiring and delivery of internal stationery to teams and individuals so that all staff have the right tools to do their job.

- Ensure all work undertaken complies with the department's SLAs, objectives and relevant legislation in order to achieve a consistent customer experience across the department.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Educated to GCSE level – minimum of a GCSE in Maths and English. 	
Knowledge	<ul style="list-style-type: none"> Knowledge of the work of the department and its services to the public. 	
Technical / Work-based Skills	<ul style="list-style-type: none"> Accurate keyboard skills. Ability to proficiently use Microsoft Software Packages. 	<ul style="list-style-type: none"> Ability to read and understand a relevant community language e.g. Portuguese or Polish.
General Skills/Attributes	<ul style="list-style-type: none"> The ability to use judgment, discretion and integrity as required, when dealing with privileged, highly confidential or sensitive information Ability to deal with a number of high priority issues at the same time, while maintaining a calm and professional approach. 	
Experience	<ul style="list-style-type: none"> Data inputting experience. 	<ul style="list-style-type: none"> Experience using scanning and verification packages.

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.