

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Service Support Assistant	Location:	Cirencester based (but the ability to travel across all Publica sites)
Job group:	Process and Internal support	Peer group no:	PGC5
Reports to:	Service Support Manager	Working hours:	20 hours per week
Business World Post number:	880001043	Line management responsibility:	None
		Direct Reports:	None
FTE Salary pro rata:	£24,441	Contract type:	Permanent
		Further detail:	

Main purpose of this specific role:	This role plays a key part in supporting the administration in a variety of services within Publica Group such as Revenues, Benefits, Licensing and Environmental Services etc. This role manages extensive administration; including process administration, triage, creating POs and invoices, talking to customers both face to face, via phone and email, working with various departments to help cover resource gaps to enable the delivery of great services to our customers. You will need to be flexible, organised, confidential, hardworking and self-motivated. This role will enable you to contribute positively to the success of the business for the benefit of our customers.
Main requirements for this specific role:	• To work in the Service Support Team in effectively supporting the Residents Service Group through a variety of administrative tasks • Take a role in assisting with the delivery of customer focused projects • Proactively manage own workload, working with the rest of the team to ensure all service support is provided • Maintain the process knowledge libraries to ensure kept up to date • Attend a range of meetings throughout the business, preparing and disseminating all paperwork required as guided by the Service Support Manager • Record and process data accurately and within tight deadlines • To have a flexible mindset and work with changing priorities
Essential qualifications/skills /experience specific to this role:	• Qualifications equivalent to NVQ level 1 or GCSE in Maths and English • Ability to establish and maintain good working relationships • Clear communication skills • Ability to apply good judgement and to query issues where appropriate • Is customer focussed, responsive, and co-operative with customers • Prioritises and meets tight deadlines • Flexible and adaptable to change • Competent in using a range of technology and software packages, including Microsoft and Teams • Ability to learn new skills and tasks
Desirable Requirements	• Experience in office environment / similar or related role • Knowledge of Salesforce, Uniform, Civica and Business World Systems

Qualifications, Skills and Abilities:	
	Generic Job Profile:
Main Purpose of a role within this job group:	The purpose of the role is: • To provide transactional services to support and assist the business function, process and service delivery • To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area
Key Responsibilities of a role within this job group:	• Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed • Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures • Ensure all relevant customers and company information is captured and recorded accurately • Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required • Update and maintain internal data and records • Identify issues and escalate issues which may potentially impact service delivery • Undertake any other duties as reasonably required to do so
General Accountabilities:	• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework

Special Conditions:	• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License • Ability to travel/ access to a vehicle for work purposes • BPSS	
Date reviewed:	09/10/2025	
Reviewed by:	Lauren Hanratty	
Manager job title:	Support Service Manager	
Checked HRBP	Jenny Wells	14/10/2025