Business Support Officer – Key Tasks

Core Administrative & Business Support

- Process a wide range of financial and service-related transactions, ensuring invoices are accurately managed and policies are followed.

- Deliver day-to-day administrative support including handling telephone enquiries, managing correspondence, preparing documents, generating reports, and maintaining accurate records.

- Monitor and action shared email inboxes, incoming/outgoing post, and general service workflows.

- Set up and maintain filing systems (manual and digital) in compliance with council policies and data protection requirements.

- Manage consumables, document handling and support general operational logistics.

Financial Administration

- Maintain and update business and financial systems to support smooth supplier set-up, invoice processing and payment reconciliation.

- Ensure accurate financial record-keeping, monitoring accounts, and resolving queries in line with financial regulations.

- Produce and maintain financial documentation, spreadsheets, and database entries.

Coroner's Court Support

- Make practical arrangements to support inquest hearings, ensuring the courtroom is set up, evidence is prepared, and all documents are legally compliant.

- Operate electronic court equipment during hearings and ensure all required materials are available for the Coroner.

- Work collaboratively with Coroners, Investigating Officers, Court Ushers and volunteers to maintain continuity and resilience across operational court functions.

Family Liaison & Stakeholder Communication

- Provide professional, empathetic communication to bereaved families and members of the public, adapting style appropriately for sensitive or distressing situations.

- Respond to enquiries courteously, promptly, and accurately, directing individuals to appropriate services or guidance where necessary.

- Liaise with mortuaries, pathologists, police, and other external partners as required.

Service Coordination & Team Support

- Work flexibly across the team to ensure administrative continuity during high-demand periods or staff absences.

- Support the leadership team by ensuring compliance with statutory requirements, service policies, information governance, and data protection standards.

- Contribute to a positive, resilient team culture, demonstrating initiative, problem-solving and adaptability.