

## Bernicia Group Role Profile

**Title:** Business Support Assistant (Stores & Fleet)

**Reporting to:** Procurement & Stores Manager

**Date:** March 2026

## Purpose

Assist in the provision of a business support service primarily focussed on material procurement and management, stores and fleet activities across all geographical locations of the Property Maintenance Department. To deliver a best in class service, working closely with customers, both internal and external. Ensuring a value driven, customer centric, performance focussed culture is maintained.

## Accountabilities

### Operational

- Assist in the delivery of business support, material procurement, stores and fleet activities as part of a multi-disciplined team within Property Maintenance and Construction providing cost effective support services across several operational areas.
- Assist in the effective management of material, plant, fleet & waste ensuring compliance with all regulatory and statutory requirements. To be the first point of contact and resolution for supplier queries.
- Assist in the logistical aspects of material provision and fleet maintenance across all geographical operating areas.
- Assist in the maintenance of all operational administration systems and workflows ensuring housekeeping processes are completed as required in line with business processes as well as accurate key data inputs are achieved to enable the production of precise, meaningful performance and business intelligence reports.
- Process purchase orders and supplier invoices ensuring all queries are resolved in a timely manner to allow for supplier payments in line with agreed payment terms. Liaising directly with the in-house finance team to ensure the accurate management of supplier accounts.
- To help deliver and shape the way suppliers are managed assisting in the review of supplier performance against set targets, highlight areas of concern and take a proactive approach to remedial action planning, detailing necessary steps to bring performance back on target.

## Strategic

- Support the leadership and management teams within the business area in the delivery of R&M specific strategic projects making recommendations to improve business delivery, that will see customer experience improved and exceed expectations.
- Contribute to the design and implementation of business improvements within the PMD, to ensure we continue to deliver a first-class service.
- Build meaningful working relationships with all stakeholders with a keen focus of delivering customer excellence, ensuring customer expectations are effectively managed in line with service standards with an emphasis on customer satisfaction.
- Support a culture of high performance in your areas that encourages cultural development as well as continued service improvement.

## Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

## Essential/Desirable Skills & Experience

<p><b>Essential criteria:</b></p> <p>Good general education with good oral and literacy skills</p> <p>To be able to demonstrate a commitment to self-development.</p> <p>Good IT skills</p> <p>Good communication skills and be able to establish and maintain effective contact with colleagues, customers and stakeholders</p> <p>The ability to work as part of a team</p> <p>Clear understanding of the needs of customers</p> <p>To be able to work on own initiative with low level of supervision</p> <p>Be committed to customer service excellence</p> <p>Flexible and self-motivated</p> <p>Full driving licence, or working towards obtaining a full licence</p>	<p><b>Desirable criteria:</b></p> <p>Knowledge and experience of working within a stores or warehouse environment</p> <p>Knowledge &amp; understanding of stores/warehousing operations</p> <p>Experience of working within a social housing environment or similar</p> <p>Current knowledge of up-to-date health and safety legislation</p> <p>To be able to work out of hours when required</p> <p><b>RTITB Counterbalance FLT Certificate</b></p>
<p>Signed by Post holder..... Date .....</p> <p>Signed by Manager ..... Date.....</p>	

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours	
Behaviour	Expectation
Customer Focus	<ul style="list-style-type: none"> <li>• Understanding that our customers are our colleagues as well as our tenant, clients and other stakeholders.</li> <li>• Putting ourselves in the shoes of our Customers.</li> <li>• Actively listening to what a customer is telling us and responding to their feedback.</li> <li>• Working to our service standards and agreed timescales.</li> <li>• Being flexible in our response to customers based on their needs whilst working within boundaries.</li> <li>• Having brave conversations with customers and managing their expectations.</li> <li>• Respecting people's time, privacy and (if relevant) their property.</li> <li>• Treating customers fairly, promptly, effectively and with empathy.</li> <li>• Demonstrating sensitivity to the customs, cultures and beliefs of our customers.</li> <li>• Checking-in with customers to see if they are happy and satisfied.</li> </ul>

<p>Team Work</p>	<ul style="list-style-type: none"> <li>• Being friendly, encouraging supportive, and respectful to our colleagues.</li> <li>• Working collaboratively and making an active and constructive contribution to the team.</li> <li>• Sharing knowledge, skills and expertise freely with others.</li> <li>• Putting our hands up to help.</li> <li>• Being dependable.</li> <li>• Positively and respectfully challenge others if we disagree with them.</li> <li>• Working with a "one organisation" approach and actively challenge the "North / South" divide.</li> <li>• Saying "thank you" and recognising the good work of others.</li> <li>• Having positive banter with colleagues in ways that includes everyone.</li> </ul> <p>Embracing different technologies and ways of communication and connecting with colleagues.</p>
<p>Integrity</p>	<ul style="list-style-type: none"> <li>• Doing what we say we're going to do.</li> <li>• Working with high personal and professional standards.</li> <li>• Being trustworthy, truthful and honest.</li> <li>• Challenging and speaking up if we see unethical working practices or poor standards.</li> <li>• Asking for help when its needed.</li> <li>• Having zero-tolerance for inappropriate, offensive or discriminatory behaviour.</li> <li>• Standing up for the principles and standards we believe in.</li> <li>• Doing the right thing - not just the easy thing</li> <li>• Positively representing Bernicia in the way, we do our job.</li> <li>• Giving credit to others for their work and contribution</li> </ul> <p>Maintaining trust and confidentiality to sensitive information.</p>
<p>Accountability</p>	<ul style="list-style-type: none"> <li>• Taking responsibility for our actions and areas of work.</li> <li>• Seeing things through and delivering on promises.</li> <li>• Owning mistakes, putting them right and learning from them.</li> <li>• Being clear about areas of responsibility and positively communicating them to others.</li> <li>• Signposting people to colleagues who can help if an issue is not an area of personal responsibility.</li> <li>• Taking steps to positively highlight or resolve problems.</li> <li>• Working to clear objectives and deadlines.</li> <li>• Keeping up to date and staying aware of professional standards and trends in our areas of work</li> <li>• Recognising the impact that individual behaviour and conduct has on Bernicia.</li> </ul>

<p>Respect for our people</p>	<ul style="list-style-type: none"> <li>• Respecting the diversity and values of others.</li> <li>• Being inclusive and treating others with dignity and respect.</li> <li>• Trusting and supporting colleagues to do their job</li> <li>• Treating others based on how we would like to be treated.</li> <li>• Challenging the behaviour of people who do not show respect to others.</li> <li>• Being open, honest and dependable and playing our part in creating a culture of trust.</li> <li>• Communicating respectfully and professionally on all communication channels.</li> <li>• Being courteous and considerate.</li> </ul> <p>Recognising that it is human to have biases and to make assumptions and that it is important to consider how our own biases and assumptions impact how we work.</p>
<p>Leadership</p>	<ul style="list-style-type: none"> <li>• Inspiring others and setting a positive tone by "walking the walk".</li> <li>• Being accessible and approachable to colleagues at all levels.</li> <li>• Giving timely feedback to others – praising positive performance and calling out poor performance.</li> <li>• Encouraging co-operation, collaboration and communication between teams.</li> <li>• Encouraging colleagues and teams to develop and grow</li> <li>• Encouraging positive change and innovation.</li> <li>• Constructively influencing and negotiating to achieve positive outcomes.</li> <li>• Demonstrating transparency in our decision making.</li> <li>• Encouraging a diversity of views and experiences and listening to all relevant voices before making decisions</li> <li>• Being a role model and acting as an ambassador for Bernicia.</li> </ul>

