

Job Description and Person Specification



Job Description

Job title

Business Support Officer – (Community Service)

Service

Community

Grade

D

Salary

£26,823.74 to £29,539.97

Responsible to

Food and Safety Team Leader

Job summary

The post will support teams across the Community service with a primary focus on Environmental teams – Health and Enforcement. The post will therefore:

- Provide general administrative and business support service to relevant service units;
- Provide specialist administrative and business support to relevant service units;
- Make a positive contribution to the Council's core values by being **helpful, approachable, responsive** and **taking ownership** of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

Main responsibilities and activities

1. To provide general business support to the services teams, including document management (filing, scanning, faxing, copying), stationery orders, taking and relaying messages, flexi-sheets, overtime claims, expenses and inbox monitoring.
2. To respond to and assist with enquiries from internal and external customers.
3. To organise, support and attend internal and external, formal and informal meetings as required. To produce agendas, meeting notifications, briefing notes,

minutes and notes of meetings as appropriate.

4. To maintain and update databases (internal and external) and other information systems as required.
5. To generate financial and performance information reports and data as required.
6. To raise invoices, handle incoming payments, process refunds, organise outgoing invoices, produce accounting and financial data as and when required.
7. To open, distribute and process post to relevant members of the service teams.
8. Acting as first point of contact, to receive and process complaints as appropriate.
9. To assist with the publication of documents and information on the internet.
10. To generate standard letters and documents.
11. To receive and input infectious disease notifications from the Health Protection Agency, produce standards letters and refer to case officer.
12. Process licenses for animal welfare, hairdressers, acupuncturists, tattooists and scrap metal dealers.
13. Liaise with vets and other Authorities with regards to stray dogs.
14. To manage receipt of accident notifications via the RIDDOR Incident Contact centre, enter on to the UNIFORM system and provide administrative support to the investigating officer.
15. To refer appropriate information to internal and external organisations such as food premises registration information to other agencies such as the Health & Safety Executive and Trading Standards.
16. To input food hygiene and health and safety inspection risk ratings in accordance with specified codes of practice and input news premises data including the projection and allocation of inspections.
17. To support the Fixed Penalty Notice (FPN) process with keeping accurate records, sending letters and supporting the Single Justice Process (SJP) when FPNs are unpaid and pass into the court process.
18. To facilitate training courses involving internal and external trainers.
19. To help produce monthly reports relating to performance data and performance and assist towards the production of annual statutory returns.
20. To distribute and collate customer & business satisfaction surveys.
21. To provide administrative support in the operation of service meetings.
22. To undertake other duties required by teams within the Community Service, commensurate with the grade, including special projects.

23. Provide a high-quality service for our residents, staff, managers, and external partners.
24. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
25. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.



Person Specification

Job title

Business Support Officer – (Community Service)

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

| Attributes | Essential | Desirable | Evidence |
|----------------------------|---|------------------|----------------------------|
| Education & qualifications | Minimum of Maths and English GCSE grade C (or equivalent) | | Application & certificates |

| Attributes | Essential | Desirable | Evidence |
|------------------------|---|------------------|-------------------------------|
| Experience & knowledge | <p>Experience with operating computer-based information systems and other software</p> <p>Keyboard skills suitable for data input</p> <p>Experience of working in an administrative capacity in an office environment</p> <p>Committed to providing high quality customer service</p> | | Application & interview |
| Skills & abilities | <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome</p> | | Application, test & interview |

| Attributes | Essential | Desirable | Evidence |
|-------------------------------|---|---|-------------------------------|
| Personal qualities / aptitude | Commitment to professional and personal development Ability to manage own time Commitment to delivering the best possible services for residents, and internal and external customers Ability to take on responsibility and work under pressure Smart and presentable appearance Confident attitude with the public Ability to communicate competently and accurately Good telephone manner and customer care skills | | Application, test & interview |
| Other | | Ability to attend meetings out of hours | Application & interview |

Signatures:

Job-holder

Manager