

Job Description

Service:	Planning, Infrastructure and Public Protection
Job title:	Business Support Assistant
Grade:	C
Hours of work:	37
Responsible to:	Public Protection Manager – Environmental Health
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

To perform administrative duties and to answer queries relating to the Environmental Health teams provide resilience support to the Licensing team to ensure a quality, customer focused support service which is efficient, effective, and responsive to the needs of both internal and external customers.

To maintain/update databases, records and registers using appropriate software/IT packages.

To ensure compliance with legislative

Key Deliverables:

1. Provide, with the team, efficient and effective secretarial and administrative support, including handling enquiries, word processing, record keeping and correspondence. Where appropriate provide secretarial support, and take notes at meetings, for the Head of Service, Activity Managers and other Officers.
2. Act as a first point of contact for internal and external customers, including by telephone, face to face and IT based. Deal effectively with all enquiries, complaints and notifications, assessing priority, giving advice as appropriate and taking suitable action. Develop and maintain positive and supportive relationships with customers.
3. Develop and maintain a thorough knowledge of appropriate procedures and relevant Council policy. Maintain strict confidentiality at all times and adhere to Data Protection legislation and corporate and service guidelines.
4. Operate financial management system for purchase ledger, purchase order processing and sales ledger. Monitor payments received and take appropriate action to chase debts and update records.
5. Process accurately credit and debit card payments. Maintain accurate records of such transactions
6. Word processing of letters, reports etc. including the use of mail merge and audio. Design and produce forms and leaflets.
7. Access computer systems including tascomi, TLC, NEC and Capita, as appropriate, in order to carry out the work of the section. Check, correct and process data, including input into databases, spreadsheets etc., to assist in the provision of data and preparation of reports. Run reports to identify incorrect and missing data, and amend accordingly.
8. Comprehensively maintain and update computerised and manual records to ensure that accurate records are maintained.
9. Access the searches, research and respond accurately and promptly using TLC system.
10. Assist with the training of staff and preparation of procedure notes
11. Assist with performance monitoring. Contribute to improvements to the systems used and service provided by the team.
12. Deal with incoming and outgoing post. Scan and index correspondence, forms and other documents accurately into the electronic document management system.
13. Ensure the health and safety of yourself and other employees, assisting especially when Officers are away from Council premises.
14. Carry out filing and other clerical duties. Maintain stocks of stationery, forms and leaflets. Work as flexibly as possible and undertake any other duties considered appropriate and consistent with this job description, the job title and grade of the post

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within HDC.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	• Sound knowledge of office practice and administrative procedures (E). • Knowledge and experience of word processing and computer software (E). • Knowledge and basic understanding of the work of Environmental Health (D)
Experience Experience the person would need to do the job (E) Essential (D) Desirable	• A minimum of 2 years' experience of working within an Environmental Health, Community Safety, CCTV or similar customer facing office environment (E) • Relevant work experience involving both team and independent working, support to a team and dealing with difficult customers. (E) • Experience of working within an Environmental Health, Community Safety, CCTV department. • Previously worked with information management systems (D) • Previously used an Environmental Health, Community Safety, legislation within a workplace environment (D)
Skills and Abilities Specific skills the applicant would need to do the job (E) Essential (D) Desirable	• Ability to work as part of a team and to work with minimum supervision, prioritising a workload on own initiative. (E) • Productive yet accurate. (E) • Ability to work within procedural parameters. (E) • Ability to pick up new processes, procedures and computer packages quickly. (E) • Good problem solving abilities. (E) • High standard of literacy and numeracy. (E)

	• Delivers what they have agreed with the customer. (E) • Explains and clarifies the objectives • Establishes clear actions and timeframes with deadlines and milestones (E) • Ensures the effective and efficient use of time and resources (E) • Identifies what is required before each task can be begun or completed (E) • Monitors progress against the plan and acts accordingly (E)
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	• Demonstrates confidence in their position (E) • Makes use of personal and professional networks to gain support, learn from others and increase their opportunities to influence (E) • Balances the need for immediate wins with the requirement for long-term successful relationships (E) • Makes and communicates clear decisions (E) • Makes effective decisions under time pressure (E) • Takes responsibility for the outcomes and impact of their decisions (E) • Incorporates a range of views when making their decisions (E) • Considers all relevant data when making decisions (E) • Considers diversity issues when making decisions (E)
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	• Is credible and confident when presenting and communicating (E) • Very good communication skills, tact, understanding and diplomacy and the ability to manage conflict and difficult situations, and deliver difficult messages. (E)

	Internal customer contact 50% External customer contact 50% Internal customer contact 50% Environmental Health, Planning and Building Control officers regarding applications received, Call Centre and Customer Services regarding personal and telephone enquiries, Accountancy with regard to fees received. External customer contact 50% Applicants, objectors, licensees and complainants. Liaison with police, fire, trading standards, highways, Gambling Commission, NHS, emergency planning, town centre management and Members of the Council.
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	• Is prepared to adapt their approach to overcome obstacles (E) • Responds constructively to a change in agenda or priorities (E) • Revisits their decisions when presented with new information (E) • Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation (E) • Re-prioritises appropriately when faced with a change in requirements (E)
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.

	Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.