



Job Description

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| Service: | Operations Service |
| Job title: | Monitoring Centre Business Support Officer |
| Grade: | Grade C |
| Hours of work: | 20 Hours per week/ flexible (within school hours) |
| Responsible to: | Monitoring Centre Manager (Shared Service) |
| Responsible for | |
| Direct reports: | Direct Reports: 0 Indirect reports: 0 |
| Indirect reports: | Operations – Shared Service |
| Budget: | Cost Centre 4185 |

Purpose of Post: Shared Service - City and HDC

This role is to provide direct administrative support to the shared service between Huntingdonshire and Cambridge City Councils of their busy 24/7 Monitoring Centre based in Huntingdon.

The service provides public safety CCTV monitoring and Out Of Hours OOH emergency call handling working closely with our local police partners and other agencies to assist and help make the area safer for our residents, visitors and local businesses.

Financial

- A. To Support the Monitoring Centre Manager business support activities (e.g. customer relations, administrative, clerical, and typing support). Provision of financial administration of raising invoices and purchase orders, recharging and income invoicing to clients and contractors to ensure a quality, customer focused support service which is efficient, effective and responsive to the needs of both internal and external customers.

Administration

- B. To support the Centre Manager, Team Leader's and staff in ensuring compliance with various service Level agreements and strict compliance with legislative administrative accreditations requirements to achieve and maintain commercial accreditation status and other standards applicable to services provided.
- C. To become proficient in, and administer various database systems, input new or update and audit records or client details as required. To place and maintain accuracy of information published on websites or social media and within DPA requirements,
- D. To regularly collate, evaluate and audit data for performance measurement of services, team performance, income generation, create, analyse and provide regular information or reports to internal client and partners, distribute such information by creating reports or documents for Board or other meetings.

Key Deliverables:

1. To provide, with the team, efficient and effective secretarial and administrative support, including handling enquiries, word processing, spreadsheets, data management and analysis and reporting, record keeping and correspondence, arranging and attending meetings, taking minutes and producing reports.
2. To 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 relationship with customers.
3. To become proficient in and administer various data systems, input new or update records or client details and provide required timely management or client information or performance data in graphical or other formats as required.
4. To compile and interpret information into reports and file and disseminate data and create and manage document version control and data security to industry standards such as ISO 9001/2, and for service accreditation audits.
5. To place and maintain service website data, ensure data is current, and assist to develop its potential for business growth and transparency of service delivery.
6. To develop and maintain a thorough knowledge of service operational procedures and relevant Council policy. Always maintain strict confidentiality and adhere to Data Protection legislation and corporate and service guidelines.
7. To operate financial management system for purchase order and invoice processing, for the service and clients, within corporate timescales and deal effectively with financial enquiries. Support the Operations Business Support Manager if required.
8. To act as the super user as designated on the shared service data systems, and administratively support the team as required.
9. To communicate with Shared Service partners (HDC & City), Councillors, Town and Parish Councils, existing and new clients, the police, wider partners, and the general public to deliver information to ensure HDC policies are adhered to at all times with regard to the services delivered.
10. In their absence to cover for the Team leaders for general tasks to enable continuation of service delivery and communication (Non-Operational admin tasks).
11. To regularly interrogate the Services data systems to provide operational audit of performance and create regular data reports for clients, partners or as


required. Also, using data from the systems, create reports off the system to collate and analyse data performance of cameras, maintenance, stock control, staff and teams, training, incident and data handling.

12. To monitor using data systems all PR and press and incidents, draft and disseminate all suitable details to Press, PR teams or to internal and external clients and partners in accordance with agreed procedures, and to deadlines.
13. Any other duties reasonably requested by the Centre Manager, or Operations Management

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| <p>Knowledge</p> <p>Knowledge of finance budgetary monitoring to perform invoicing and raising of purchase orders</p> | <p>Qualifications</p> <p><i>Business, administration, and or financial qualifications to level 2, level 3 desirable</i></p> |
| <p>Experience</p> <p>Minimum of 3 years working in in a busy office and finance/ admin role, prioritising own workload, managing change with little supervision.</p> <p>Experience of financial monitoring administration, and procurement, I.e. raising orders, invoicing, goods receipting.</p> <p>Practical experiences in Microsoft Office products to extract or create data , produce reports, prepare and write correspondence (formal or informal).</p> <p>substantial experience in analysis and creation/use of pivot tables and other analysis tools to create excel and graphical information from various databases to produce reports or PowerPoint presentations.</p> | |
| <p>Skills and Abilities</p> <p>Good interpersonal and communication skills, proven ability to communicate effectively in writing, word processing, report writing, orally, and ability take and produce minutes, agendas or reports as required.</p> <p>Ability to learn new skills, and train on new database and IT systems to the level of superuser and administrator of database systems.</p> <p>Ability to maintain confidentiality of sensitive and or police confidential information in a highly sensitive area of work.</p> <p>Good use of social media to support promotion of the service, manage data on website is current.</p> | <p>English and Mathematics to good grade standards GCSE level 4 minimum or equivalent.</p> <p>IT qualifications and/or MS Office skills to level 2 minimum, level 3 desirable</p> <p>to take and pass and maintain police clearance to be arranged as requirement of role.</p> |

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| <p>Decision Making and Impact on Others</p> <p>This post would be the front facing and first communication point for the Shared Service handling sensitive and confidential information control to senior Officers and Councillors, clients, Partners, police and internal and external and the general public.</p> | <p>The post holder will sign confidentiality and Official Secrets Act as part of the Team as required to maintain confidence in our service delivery and intelligence sharing partnership with police and other agencies. They will regularly have access to, and handle confidential and sensitive information for which police vetting will be required</p> |
| <p>Communication with Internal and External Customers</p> <p>Local Police</p> <p>Other forces/ agencies</p> <p>National Crime Agency</p> <p>Solicitors and defendants</p> <p>Finance and auditors</p> <p>Health and Safety</p> <p>General public and complainants</p> <p>Councillors and other VIP's (HDC and City)</p> <p>Senior management (HDC and City)</p> <p>External suppliers and contractors</p> <p>Other council colleagues</p> <p>External Organisations</p> <p>Home Office and other Government Agencies</p> | <p>Example: Predominantly external customers – high visibility with members of the public</p> <p>Where is the focus of this role in their team, other teams or across the council</p> <p>Internal customer contact 30%</p> <p>External customer contact 70%</p> |
| <p>Personal Attributes and Other Requirements</p> <p>Willing to travel and occasionally work unsocial hours</p> <p>To take and pass police vetting checks to be arranged</p> <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members</p> | |



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| <p>Promotes equality and understanding of diversity and sensitivities in their duties and personal behaviours.</p> <p>Sociable, confident and high personal standards of probity and adherence of confidentiality of information obtained</p> <p>Good communication skills orally and written</p> | |
| <p>HDC values</p>  | <p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>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.</p> |

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.