

JOB DESCRIPTION



POST TITLE: Business Support Officer (Street Scene)

POST NUMBER: SS35

GRADE: D

RESPONSIBLE TO: Refuse Manager/Environment and Enforcement Manager

LIAISON WITH: Street Scene Services staff, Council officers and members, members of the public and contractors

KEY CORPORATE ACCOUNTABILITIES:

To be responsible for and support the delivery of the operations functions of Street Scene Services and Mid Devon District Council in accordance with legislation

To provide specialised support and present a professional and consistent corporate image of Mid Devon District Council

KEY SERVICE ACCOUNTABILITIES:

1. To receive, prioritise and deal with requests in relation to Street Scene services and procedures including the recording and management of a case through to completion.
2. To act as a specialised point of contact for members of the public, customers, businesses and stakeholders, aiming to resolve the majority of enquiries at first point of contact. This includes dealing with customers who contact by telephone, in writing, e-mail, internally, externally or online.
3. To maintain databases, spreadsheets and filing systems (electronic and paper) and to provide accurate reports including statistical information as required. To record all transactions on supporting workflow programs as per procedures. To maintain a level of competence in the use of new technology and programs and to help develop new systems as required.
4. To ensure that orders are raised and processed in a timely manner for the purchasing and delivery of goods and provisions, to record goods as received and to set up new supplier forms. To have in-depth knowledge of supporting financial and procurement ordering systems.
5. To effectively communicate both verbally and in writing with management, internal departments, external agencies and members of the public.
6. To be responsible for providing high quality, confidential administrative support (at times handling sensitive operative information) to officers and managers.
7. To provide project support as and when required.
8. To provide cover within the Business Support team during times of annual leave and sickness.
9. To provide a link between Performance Development and Data Protection by attending

relevant meetings and providing advice to the Department when required. To regularly update the GDPR spreadsheet and provide advice for departmental staff on document retention.

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties however should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risks to their line manager.

DATA PROTECTION:

It is the responsibility of the post holder to ensure that the section's requirements for compliance with Data Protection legislation are met.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a Basic DBS level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

Business Support Officer (Street Scene)

	ESSENTIAL	DESIRABLE
Qualifications and Experience:	• Good standard of literacy and numeracy. • Relevant Level 3 Business and Administration qualification or equivalent experience • Experience of working in a customer service based environment, dealing with customers in a confident manner	• Experience of working in Local Government
Knowledge and Expertise:	• Competent in the use of MS Office and software packages, including interrogation, analysis and reporting of data • Experience using ICT systems such as Customer Relationship Management systems, and databases & Workflow systems • Understanding of writing reports	• Knowledge of environmental enforcement legislation • Knowledge of waste and recycling industry
Skills:	• Using financial management and/or ordering systems • Able to communicate complex information concisely, orally and in writing using plain English to convey clear messages to a range of people/organisations • Good numeracy skills and experience of producing and analysing statistics • Good interpersonal skills • Customer care skills with proven track record of implementing a customer care culture • Organisational skills • Ability to plan and prioritise workload • High work standards	• Project management skills • Web page management • Electronic document management
Personal Attributes:	• Proven track record of working as part of a team • Calm and can deliver effective outcomes within tight timescales and conflicting priorities • High degree of personal integrity • Effective application of ICT to support efficient ways of working • Committed to equality of opportunity and understanding of diversity issues • Be outcome focussed and open to considering alternative ways of working • Capable of working on own initiative. • An analytical mind with a willingness to challenge existing work practices • Flexible and adaptable approach to work • Willingness to acquire additional skills and knowledge	

	ESSENTIAL	DESIRABLE
Special Requirements:		

Date: September 2021