

Hertfordshire County Council Job Outline



JOB TITLE: Senior Support Officer
GRADE: H5 – H6
REPORTS TO: Team Leader Strategic Infrastructure
TEAM: Strategic Infrastructure
DEPARTMENT: Growth & Infrastructure Unit

Purpose of the Job

This post provides business and administrative support to the Growth and Infrastructure Unit.

Main Areas of Responsibility

Manage team recruitment, team performance, work schedules and commitments ensuring all appropriate coaching, training and development is provided

Manage the provision of a full range of administrative duties, deal with all general matters and more complex correspondence including invoices, timesheets and so on according to local procedures as well as management of local projects and corporate initiatives

Update and manage computer databases and spreadsheets, provide reports and compile information such as statutory returns, and manage and track expenditure

Maintain confidentiality, respond to enquiries and telephone calls and provide required information to internal and external customers

Provide professional support to senior officers and managers, undertaking an ambassadorial role dealing with confidential and sensitive matters, first point of contact for Senior Managers

Undertake research work, compiling reports/briefings, assessing the impact of changes and making recommendations

Manage utilisation of and provide expertise in software packages such as Microsoft Office, production of documentation according to local procedures and statutory/ legal requirements

Responsibility for Health and Safety for team/work area

Overall budgetary responsibility within set boundaries, including responsibility for petty cash

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and, in the order, listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Although there are no specific qualifications required for these roles, previous experience in service delivery or a business-related qualification would be beneficial.

A competent administrator with sound experience of using all Microsoft Office software who is confident to be the first point of contact for Managers and possess excellent customer care skills.

Self-motivated, professional and approachable providing excellent team support and best practice at all times. A 'can-do' attitude is critical to this role.

Willing to undertake a variety of administrative tasks, operating within departmental policies and procedures.

The ideal candidate will embrace new ways of working and will embrace both departmental and organisational changes in a positive and enthusiastic way

Finally, the successful candidate will be both an efficient and independent worker, whilst also embracing being a part of a wider support team.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)