

<b>Job Title</b>	Officer (Level 1) (Temp 6 mths)		
<b>Hours of Work</b>	Hours of Work: 37		
<b>Service</b>	Place and Growth		
<b>Salary</b>	£20,092 – £21,748 p.a. (pro rata)		
<b>Team</b>	Place and Growth	<b>Location</b>	Shute End/Smart Working/ Locality Working
<b>Reports to</b>	Locality Lead – Mark Redfearn		<b>Grade</b> 4

This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

### Summary of Role

- To provide a responsive service to customers, residents and other users of Council services achieving a smooth and consistent customer journey delivered as locally and as close to the first point of contact as possible. Support the management, operation and development in delivering several key projects including new community facilities, new and relocated libraries, the development of new strategies and the ongoing delivery of priority activity for reducing fly-tipping and improving our joint working with town and parish councils.

### Key Accountabilities

#### Service Delivery Accountabilities

- Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
- Manage non-complex customer issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- General Administration & Operational Duties**
  - Word process various documentation, including: correspondence, reports, memos, minutes (using Word, Excel and Powerpoint)
  - Prepare and draft correspondence (using Word & Outlook Email)

- Manage and co-ordinate relevant diaries, make appointments, schedule meetings, assist with events/projects (using Outlook)
- Establish and maintain office administrative procedures records and files – both manual and electronic for manager/s.
- Assist with all admin support for manager/s
- Assist with Generation of Purchase order as required etc.
- Assist with attendance of meeting and minute/action points.
- Deal with post for managers in a timely manner.
- Process Orders and Invoices on the BWO system as required.
- Update relevant budget spreadsheets as required.
- Develop, process and record information onto database/s
- Design, set up and use spreadsheets to record and extract data (Excel)
- Assist by using IS/IT to create and design documents (Word and occasionally PowerPoint)
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.

### Additional Corporate Responsibilities

1	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
2	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of, and positive commitment to, equality in both service delivery and employment practices.
3	<b>Safeguarding responsibilities:</b> At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
4	<b>Special Factors:</b> These will vary from role to role as defined within the individual contracts of employment.
5	<b>Behaviour:</b> Works within the Council's "competency framework" and adheres to the Code of Conduct and the Council's Constitution.

### Competencies Required in Role

Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 <sup>st</sup> Century Public Servant	✓			
Personal Responsibility	✓			

Professionalism & Know How	✓			
Working together	✓			
Person Specification				
Qualifications				
Essential		Desirable		
<ul style="list-style-type: none"> <li>• Relevant work experience.</li> <li>• Good standard of education, including excellent literacy and numeracy skills</li> </ul>				
Technical Skills				
Essential		Desirable		
<ul style="list-style-type: none"> <li>• Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel</li> </ul>				
<ul style="list-style-type: none"> <li>• Good written and verbal communication skills</li> </ul>				
<ul style="list-style-type: none"> <li>• Ability to actively listen in order to extract and assess the important information</li> </ul>				
Knowledge & Experience				
Essential		Desirable		
<ul style="list-style-type: none"> <li>• Experience of working within an office</li> </ul>		<ul style="list-style-type: none"> <li>• Experience within a customer-focused service providing excellent customer service</li> </ul>		
<ul style="list-style-type: none"> <li>• Experience of working to tight timescale and with high levels of accuracy</li> </ul>		<ul style="list-style-type: none"> <li>• Basic working knowledge of the policies and processes across some of the specialist areas</li> </ul>		