

JOB TITLE: Senior Support Officer

GRADE: H6

REPORTS TO: Operations Manager

Purpose of the Job

This role is supporting the Hertfordshire Homes for Ukraine programme. The role will include supporting various teams within the programme providing a high level of customer service and administration.

Main Areas of Responsibility

- To work with the host families and Ukraine guests to address any problems that may have arisen with the main priority to find guests an alternative host if necessary
- Maintain confidentiality, effective management of sensitive information adhering to information Governance and GDPR
- Providing an excellent customer service via telephone and email
- Being able to work on your own initiative, talking to residents and finding solutions to problems as quickly as possible within government guidelines
- Update and manage databases and spreadsheets
- Provide reports when required
- Manage the provision of a full range of administrative duties, Triaging and responding to enquiries and more complex correspondence, using your own judgement to assess whether those queries can be managed using Standard Operating Procedures and passed to the relevant team
- Provide professional support to line manager, undertaking an ambassadorial role dealing with confidential and sensitive matters
- Keeping up to date with current government guidelines

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.

- You will be a competent administrator with experience of using Microsoft Office who is confident to be the first point of contact for Managers and possess excellent customer care skills
- We are looking for people with experience working under pressure, using your own initiative in making the correct decisions
- You will be self-motivated, professional, and approachable providing excellent team support and best practice at all times
- You must be willing to undertake a variety of administrative tasks, operating within departmental policies and procedures

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.