



# ROLE PROFILE FOR SUPPORT OFFICER

**Role Title:** Support Officer

**Service:** Civic Supports and Events

**Location:** Surrey Heath House, Knoll Road, Camberley, Surrey GU15 3HD

**Reporting To:** Chief Executive

## Role Purpose

To provide administrative support to senior management with excellent standards of customer care that suitably represents the Council.

## Main Duties and Accountabilities

### Knowledge and Expertise

- Demonstrate an understanding of working within a local authority setting
- Provide administrative support in assisting with reports, agendas, presentations, minutes, and letters.
- Experienced in Word, Excel, PowerPoint and Outlook.

### Creativity and Innovation

- Good organisational Skills
- Proactive in meeting deadlines and the smooth operation of the team.
- Demonstrate discretion



## Financial Accountability

- None

## Impact upon the Organisation & the Community

- Good interpersonal skills that allow for effective communication at all levels within the authority.
- Receive and handle incoming telephone calls.
- Develop and sustain effective relationships at all levels both internally and externally.
- Adhere to the Customer Service Standards in all forms of Customer contact.

## Management & Supervisory Responsibilities

- None

## Initiative & Independent Action

- Ability to work under pressure, able to prioritise workload and meet tight deadlines whilst still paying attention to standards and detail.
- Co-ordinate the appointments and commitments
- Assist with meeting arrangements, paperwork and office filing systems.
- Co-ordinate travel arrangements.
- Where necessary provide cover for the Civic Support Officer

## General

- Maintain a high level of professionalism, probity and discretion commensurate with this role.
- To engage in a flexible approach to hours of work as this role, from time to time, may be required to support outside core work times.



- To carry out other relevant duties as required by the Council from time to time.

## **Continuous Professional Development**

- Strive to continually improve and deliver excellent customer care.

## **Customers and Contacts**

### **Important Internal Relationships**

- Chief Executive
- Corporate Management Team
- Strategic Directors
- Heads of Service
- Service Managers
- All Members of Staff
- The Leader
- The Mayor
- The Executive
- Elected Members

### **Important External Relationships**

- Members of the Public
- Other Local Authorities
- County Councils
- Local Organisations and Groups
- Consultants
- Suppliers
- Contractors



## Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.
- Ability to work from home if required, with access to reliable fast broadband connectivity.
- No contra-indications in personal background or criminal record indicating unsuitability in this role.
- Legally entitled to work in the UK.
- Ability to participate in the Council's out of hours Civil Emergency arrangements.
- Carries out any other duties commensurate with the grade of this post as is required of the Council.



## Support Officer - Person Specification

### Qualifications and Training

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
A recognised qualification in Support Administration or equivalent	Desirable	A/I

### Knowledge and Experience

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Good IT skills, in particular with Micro Soft Office Suite.	Essential	A/I
Ability to utilise and manipulate IT systems and associated data	Essential	A/I
Ability to communicate effectively with colleagues and customers	Essential	A/I
Experience of working within Local Government	Essential	A/I



## Skills and Relations with People

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Ability to develop and sustain effective internal and external working relationships	Essential	A/I
Good communication (oral and written) and inter-personal skills	Essential	A/I
Ability to demonstrate sensitivity and confidentiality in negotiations	Essential	A/I
Excellent customer care skills	Essential	A/I
High degree of probity and integrity	Essential	A/I
Ability to remain approachable, earn respect and trust	Essential	A/I

## Creativity and Innovation

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Ability to develop practical solutions to problems	Essential	A/I
Ability to create and maintain effective relationships	Essential	A/I

## Financial Accountability



<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>

### **Impact upon the Organisation and the Community**

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Ability to make a positive impact through a proactive and professional approach	Essential	A/I
Ability to engender trust and confidence	Essential	A/I

### **Management and Supervisory Responsibilities**

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>

### **Initiative and Independent Action**

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Ability to use initiative when problem solving	Essential	A/I
Ability to provide the right people the right information to achieve the objective	Essential	A/I
Ability to prioritise and manage own work load	Essential	A/I



## Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to organise own activities to be effective and efficient	Essential	A/I
Ability to prioritise own work load	Essential	A/I
Ability to be flexible and responsive to the demands of the service	Essential	A/I
Positive and proactive approach	Essential	A/I
Ability to work well under pressure	Essential	A/I
Excellent team player	Essential	A/I
Personable / approachable	Essential	A/I
Flexible	Essential	A/I
Willing and keen to develop knowledge, skills and experience	Essential	A/I
Ability to be circumspect, sensitive and maintain confidentiality	Essential	A/I

## DBS Requirements

- No Check Required

