Luton

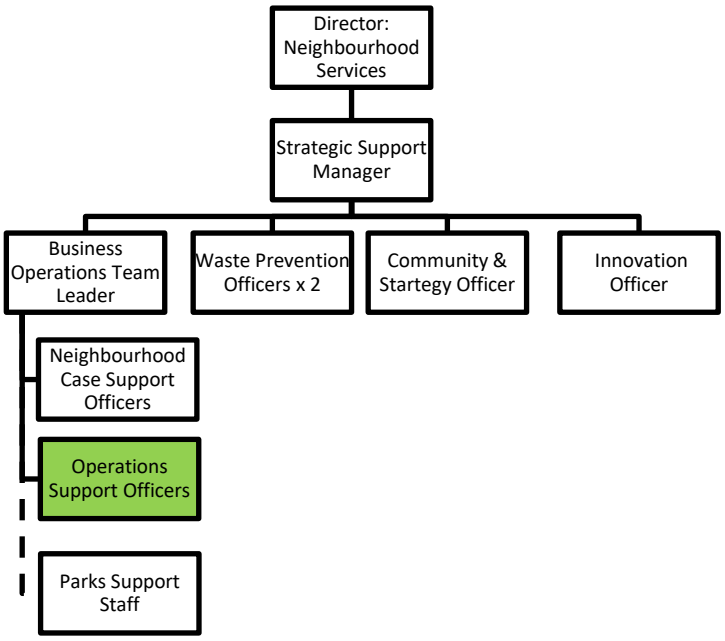
JOB DESCRIPTION

TITLE:	Neighbourhood Services Support Officer
POST REF:	PREF103035
DEPARTMENT:	Inclusive Growth
DIVISION:	Neighbourhood Services
TEAM:	Strategic Support Team
RESPONSIBLE TO:	Business Operations Team Leader
GRADE:	L4

PURPOSE OF POST:

This post will provide a broad range of technical and administrative support to a number of service areas to include Pest Control & Dog Wardens, Waste Collection & Street Cleansing services, Commercial Regulatory Team (Food Safety, Health & Safety, Primary Authority & Trading Standards) within the Neighbourhoods division. The post will play a key role in ensuring that that all records, databases and other systems are kept up to date and that service and customer requests are actioned appropriately in line with relevant procedures and policies.

Postholders for this role will be based within the Neighbourhood Services Operational Support Team.


Director: Neighbourhood Services
Strategic Support Manager
Business Operations Team Leader
Waste Prevention Officers x 2
Community & Startegy Officer
Innovation Officer
Neighbourhood Case Support Officers
Operations Support Officers
Parks Support Staff

PRINCIPAL RESPONSIBILITIES:

1.	Provide a broad range of administrative support to the following teams within the Neighbourhood Services division including Pest Control & Dog Wardens, Waste & Street Cleansing services, Commercial Regulatory Team (Food Safety, Health & Safety, Primary Authority & Trading Standards). Monitor and respond promptly to inboxes, dealing with all queries & complaints from members of the public including residents and businesses, other council departments and partner agencies via phone, email or letter, updating and maintaining computer systems and files, raising purchase orders producing invoices and organising special collections for the borough including clinical waste, producing bulk mails &/or disciplinary packs, taking notes and taking receipt of deliveries, returning incorrect goods where necessary.	35
2.	Ensure all appropriate information is entered on to the Council's databases, using various IT Packages paying attention to detail – including data entry the creation of flare tickets, holiday requests scanning and indexing of documents, maintaining spreadsheets and other similar data recording tasks.eg I-trent, Bartec systems.	35
3.	Post holder will be first point of contact for the commercial section, preparing waste agreements and producing monthly reports, deal with payroll related queries and submit staff timesheets, monitoring staff sickness and queries on behalf of the Cleansing & Waste teams.	10
4.	Attend various meetings and act as a note taker ensuring that the notes are a correct reflection of the meeting held. Meetings will be broad and may include both formal and informal.	10
5.	Arrange and book training courses as directed from the teams across Neighbourhood services.	5
6.	Undertake any other work commensurate with L4 grade that supports the functioning and development of the Directorate e.g. specific projects, pieces of priority working or service reviews	5

%

DIMENSIONS:

Supervisory Management: None

Financial Resources: None

Physical Resources: Workstation/laptop/headset

Other: None

CONTEXT:

The Neighbourhood Services division carries out a wide range of enforcement and regulatory activity. The postholder will provide administrative and technical support across the division to the following services.

- Neighbourhood Delivery which includes, Parking Enforcement, Pest Control & Dog Wardens
- Waste and Street Cleansing
- Commercial Regulatory Team (Food Safety, Health & Safety, Primary Authority & Trading Standards)
- Operational Compliance

Support Officers who sit within the team which will focus on delivering a broad range of technical and administrative support functions to the various teams outlined above. A number of teams within the division also provide income generating services across Luton.

A separate case support team covers other areas such as environmental crime, anti-social behaviour.

The support team covers the work of a number of service areas within the Neighbourhood Services division and also operates in a trading capacity both on an internal and external basis. This includes areas such as Pest Control & Dog Wardens, Waste and Street Cleansing, Commercial Regulatory Team (Food Safety, Health & Safety, Primary Authority & Trading Standards). It is envisaged that the work undertaken by the team may increase in scope as the service develops.

The postholder will be based between the Town Hall and Central Depot but may be required to work from other buildings due to the spread of the services that this team supports. They will also be required to attend events and meetings at other Council buildings or venues.

The postholder will deal with a range of processes and procedures, information along with issues which can be sensitive and confidential in nature. The post requires attention to detail to ensure that information captured is accurate for a range of information that is required by statute.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

ADDITIONAL INFORMATION re: Physical Effort and/or Working Environment

Physical Effort: Normal office.

Working Environment: Agile Working
The Council needs to provide its services more cost effectively and this means a significant number of employees needing to work in different ways and from varying locations according to the needs of their job. In some circumstances this might mean working some of the time from home. The concept of employees having a desk of their own at a fixed location has ended.

Person Specification: Support Officer

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected
Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.				
Attributes	**Essential**	**How Measured**	**Desirable**	**How Measured**
Experience	Demonstrable experience of a broad range of general office administration practices and procedures that involves dealing with customers/enquiries both on a face to face, telephone and written basis in a sensitive, polite and effective manner.	1,2	Experience of working in a Local Authority	

Skills/Abilities	Demonstrable oral and written communication skills: - Able to deal politely and tactfully with a range of people. - Able to prepare detailed reports and documents. - Able to communicate effectively both in writing and verbally. **Critical**	1,2		
	Demonstrable organisational skills – able to plan, organise and prioritise own workload to meet targets and deadlines. Able to manage periods of heavy and sometimes conflicting work demands and deal effectively with variation in work content and workload peaks.	1,2		
	Demonstrable numeracy skills - able to: - balance and record cash - calculate percentages and VAT - generate and reconcile Invoices - calculate staff working hours for payroll purposes **Critical**	1,2,5		
	Demonstrable Computer Skills - able to use a range of bespoke computer packages for intelligence, research, case management and general office purposes with significant attention to detail. **Critical**	1,2		
	Able to take accurate notes to produce records of hearings and meetings. **Critical**	1,2		
	Able to produce written responses in line with the Councils procedures.	1, 2		

Equality Issues	Able to identify when discrimination is taking place in service delivery or in the workplace and take appropriate action.	1,2		
Specialist Knowledge	Knowledge of data protection requirements Some knowledge of one or more of pest control, food hygiene, trading standards, waste & street cleansing or similar.	1, 2 1, 2	Some knowledge of regulatory/enforcement matters.	1, 2
Education and Training	NVQ level 2 or equivalent or equivalent experience or training.	1, 2	Administration qualification or equivalent experience or training	1,2,4
Other Requirements	Able to attend alternative office locations or sites within the Borough as directed by line manager. Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English	1,2 1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Borough Council's policies are reflected in all aspects of his/her work, in particular those relating to;

(i) Equal Opportunities
(ii) Health and Safety
(iii) Data Protection Act (2018) and General Data Protection Regulation (2018).