

Job Description



South
Cambridgeshire
District Council

Department	Location
Health & Environmental Services	Cambourne & Waterbeach Depot

Job Title	Post Number
Resource Officer	

Scp RANGE	Salary Range
15-20	

Responsible To	Responsible For
Resource Team Manager	N/A

Health Considerations/Risk/Surveillance Required
VDU habitual user

Description of Duties and Responsibilities

1. The Health & Environmental Services Directorate (H&ES) includes the following Services: Environment Commissioning, Environmental Health & Licensing, Sustainable Communities & Wellbeing, and Single Shared Waste Service, Directorate Resource Team.
2. As a member of the Resource Team you will provide exceptional administrative and support services to all sections and teams within H&ES under the direction of the Senior Resource Officer and H&ES Business Improvement Manager in order to deliver continuous customer and support service improvements and outcomes.
3. The dimensions of the work are predominantly covered by standard guidelines and procedures, leaving some room for initiative, e.g. in resolving caller enquires, prioritising of workload to complete tasks within deadlines, checking own work etc.
4. Some tasks will be unexpected or outside the standard procedures and will require initiative to resolve.
5. The Resource Team will allocate and prioritise its own work on a day to day basis within the Team and reorganise its own workload to take account of new priorities.
6. Team members will proactively provide advice, guidance and support to colleagues within the Team

Key Responsibilities/specific duties:

1. Reporting to the Resource Team Manager, you will undertake a range of tasks that consist of a wide range of largely standardised work patterns. At times you may carry out a diverse range of duties supporting all sections and teams within H&ES whilst at other times you may be engaged in a narrower range of tasks dependent upon the service area being supported.
2. Provide exceptional administration/performance management/financial and project support services across all service areas and/or within a specific section/team's specialism;
3. Provide an efficient and courteous first point of contact/reception duties, responding to internal and external enquires, which may include dealing with difficult and challenging situations or clients, receipt and processing of stray dog fees, licence applications etc.
4. Support specific officers, meetings or groups including organising meetings, sending out agendas, taking minutes, diary management, booking locations, equipment, car parking etc. as required.
5. Organise room and/or refreshment bookings for H&ES within South Cambridgeshire Hall or at external venues.
6. Monitor and review budgets within agreed framework for guidance. This could include banking of monies, maintenance of accounts, raising of purchase orders, invoices, processing of invoices, administration of office petty cash etc.
7. Provide statistical/management/financial information/reports etc. as required
8. Contribute to formal communications, e.g. updating team/section/service website, assisting with promotional flyers, magazine articles etc.
9. Contribute to the design and development of specific administrative processes, systems, guidance notes, associated databases and spreadsheets, including the use of dedicated software within H&ES etc.
10. Maintaining filing systems and office records, both manual & computerised, including the retention and archiving of existing files and information as well as scanning/capturing new information as it is received on a daily basis.
11. Provide an incoming/outgoing mail service
12. Provide word processing, typing and tape transcription and photocopying/faxing service
13. Maintain office stationery stocks

The duties listed above are examples of this level and other duties of a similar level/nature are not excluded simply because they are not listed.

Any combination of the above sample duties will be in accordance with the specific requirements of the jobholder's service area/team/specialism.

General to all job descriptions

14. All employees must have due regard to the Council's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
15. Work in an internal and external customer related way in accordance with adopted procedures and good practice.
16. Comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
17. Comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
18. South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.
19. To be responsible for establishing safe systems of work for investigators and visiting officers, with specific reference to lone and out of hours working. To continually assess, manage and mitigate risk to employees in the area of fraud investigation work.
20. South Cambridgeshire District Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all council employees and councillors to share this commitment.
21. All staff, at every level, are often best placed to identify many of the risks faced by the Council and therefore have a responsibility to identify and minimise risk, including taking prompt remedial action on adverse events and near misses, when necessary, and reporting these, following Council policies and procedures designed to manage risk and maintaining a general level of risk awareness.

Signature of Post Holder

Date:

Signature of Senior Manager:

Date:

Job Description last reviewed: July 2017

PERSON SPECIFICATION
(Person specification last reviewed May 2014)

Values:

Our values framework (attached) sets out the behaviours that are important and that we expect everyone to demonstrate at work, regardless of grade and position.

The framework will set out our expectations about:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated

We value:

- Connecting people, places, partnerships and working together
- Integrity and honesty to ensure that we are open and accountable
- Dynamic approach to the delivery of services with drive and energy
- Innovative people who like doing things differently and better

Criteria	Attributes	(E) ssential or (D)esirable	Measured by: (A)ppl. Form (I)nterview (T)est
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Personal Qualities/ Aptitudes/ Behaviours	<ol style="list-style-type: none"> 1. You participate in and are committed to team work 2. You listen to and learn from other people 3. You share learning, information, knowledge and resources 4. You are accountable for the decisions you make 5. You identify new opportunities and turn these into goals and actions 6. You create solutions and encourage innovation wherever you can 7. You embrace and adapt to change 8. You share ideas and opportunities with colleagues 9. You continually strive to improve by reflecting, learning and developing. 	<p style="text-align: center;">E</p>	<p style="text-align: center;">A, I</p>
Education & Qualifications	<ol style="list-style-type: none"> 10. A good level of general education, including GCSEs, or equivalent, in English and Maths (at grade C or above) 11. NVQ level 3 in appropriate subject i.e. Business Administration or Customer Services 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">A</p> <p style="text-align: center;">A</p>
Experience / Knowledge	<ol style="list-style-type: none"> 12. Knowledge & understanding of customer Care 13. Working knowledge of Microsoft software packages, e.g. Word, Excel etc. 14. Knowledge of SCDC organisation & structure & the roles & responsibilities of other Corporate Areas and how they inter-link with H&ES 15. Knowledge of a service area covered by the H&ES Directorate or of an external agency or partner organisation 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">E</p>	<p style="text-align: center;">A, I</p> <p style="text-align: center;">A, I, T</p> <p style="text-align: center;">A, I</p> <p style="text-align: center;">A, I, T</p>

	16. Demonstrable knowledge and experience of office practice and procedures, e.g. financial, administrative, personnel, operational	D	A, I
Skills and abilities	17. Accurate keyboard & mouse skills are integral to undertaking a range of tasks. E.g. production of reports, correspondence, presentations, documentation, data input, interrogate systems etc.	E	A, I, T
	18. Good verbal & written communications skills to provide advice, guidance and information to a range of audiences	E	A, I, T
	19. Ability to maintain a range of records using own Corporate Area's admin/finance/management systems with precision.	E	A, I, T
	20. Ability to understand and facilitate project management processes	D	A, I
Miscellaneous/ Other working requirements	21. Requirement to travel to Waterbeach Depot to provide support services to waste operations section.	E	I
	22. May occasionally be required to travel to off-site destinations to support events, conferences etc.	E	I
	23. Very occasional need to support officers at evening meetings	E	I