



Neighbourhood Services Business Support Officer

LEVEL:	Level 8
ACCOUNTABLE TO:	Neighbourhood Services Team Leader
SALARY:	£26,403 - £28,142 per annum
LOCATION:	Totnes Depot/Follaton House, Totnes/Kilworthy Park, Tavistock
CONTRACT:	Permanent

Job Purpose

The postholder is the link between the services and customers we support, and the wider Community Services team. They will develop and manage recording and reporting processes, allocate ad hoc work requests; liaise with customers; generate reports; answer queries; respond to first stage challenges, manage the inbox and Liberty processes. They will look for ways to streamline ways of working and make efficiencies. This role requires organisation, enthusiasm and dedication to take responsibility for a demanding and critical function.

Role Profile

- Managing and responding to incoming work requests from the public within Community Services
- Support all Parking enforcement processes by sending communications to residents, liaising with other departments, tracking cases, providing reports
- Act as part of a support network for mobile based lone workers in Community services team
- Provide timely and friendly responses to enquiries across a variety of communication channels
- Act as an ambassador of the Council and provide excellent customer service
- Form an excellent working relationship with colleagues to help deliver shared priorities
- Escalate issues or areas for concern to the Team Leader
- Provide administrative support for service projects as required
- Prioritise tasks effectively and manage workload, providing timely updates and monthly reports
- Produce minutes at team meetings and distribute actions
- Share important team messages and provide administrative support for special events and emergencies



Person Specification

Qualifications

Essential	Desirable
Good standard of general education including GCSE at grade C/level 4 or above or equivalent in English and Maths	A recognised administration qualification

Knowledge / Experience

Essential	Desirable
Previous experience in a business support/administration role	Broad knowledge of the Councils' services, process, and procedures
Good understanding of Diversity and Inclusion	Demonstrable evidence of business support/administrative experience

Skills / Abilities

Essential	Desirable
Promotes excellent customer service	Experience working within the public sector, specifically within a local authority
Excellent written and verbal skills	
Proficient in use of IT, particularly MS excel and word	
Well organised and methodical	
Able to work as part of a team and under own initiative	
Excellent attention to detail and accuracy	
Solution focused with a flexible working approach	



Able to perform effectively under pressure consistently	
Excellent customer service skills and proficient in communicating with internal/external stakeholders	

General / Other

Essential	Desirable
Have an engaging, enthusiastic, and positive manner with a strong “can do” approach to work	

General

The list is not exhaustive; this role profile 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.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other’s differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council’s corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.