

Business Support Team Leader

Service:
Environmental Health

Salary:
£33,673-£36,581 per annum

Location:
Honiton

Position type:
Permanent

Working pattern:
Full time – 37 hours per week

Closing date:
Sunday 15 November 2026, at midnight

Interview date:
Week commencing 30 November 2026

Job reference:
ED005060P

disability confident EMPLOYER

MINDFUL EMPLOYER

For a different format or language phone 01404 515616 or email jobs@eastdevon.gov.uk

Business Support Team Leader – Environmental Health

£33,673 - £36,581 per year

Permanent

Full time with a range of flexibilities, including hybrid working, aligned to our Worksmart arrangements

Location – Blackdown House, Honiton/Flexible working

About the role

We are looking for an enthusiastic Business Support Team leader to lead a small team of Business Support Officers, ensuring the effective deliver of administrative support to a wide range of teams within the Environmental Health Service. You will also be responsible for the day-to-day supervision of the team.

About you

You will be a customer focused, experienced administrator with demonstrable experience of managing a team. You will be focused and have great organisational skills and able to plan your often conflicting workload to ensure deadlines are met. You will be competent in the use of Microsoft Office and capable of learning other IT applications. You will have demonstrable communication skills and ability to communicate effectively people at all levels. If you have a passion for delivering a professional customer focused service, and the experience to build and maintain excellent working relationships we would be delighted to hear from you.

Why Join Us?

At East Devon District Council, our people are at the heart of everything we do. Through our **One Team East Devon** approach, we work together across services to deliver the best outcomes for our communities.

Guided by our **We Connect, Grow, Thrive** employee offer, we're committed to creating a workplace where people feel connected, supported to develop, and able to thrive. With a strong focus on wellbeing, flexibility, inclusion and learning, this is an exciting time to join us and help shape the future of local government in Devon.

What We Offer

- Competitive salary and Local Government Pension Scheme
- Flexible and hybrid working opportunities
- Generous annual leave entitlement
- Learning and development opportunities
- Health and wellbeing support
- A supportive and inclusive working environment

For more about working for East Devon District Council, visit
https://eastdevon.gov.uk/careers/working-at-eddc/

For an informal discussion, please contact Sally Webster, Principal Environmental Health Officer on 01395 500712 or email sally.webster@eastdevon.gov.uk

Closing date: 15th November 2026 at midnight.
Interviews will be held during week commencing **30th November 2026**.

To apply online, please visit https://jobs.eastdevon.gov.uk/.

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Post title and number:	Business Support Team Leader
Service:	Environmental Health
Team:	Business Support
Grade:	3
Responsible to:	Principal Environmental Health Officer
Responsible for:	Business Support Officers x 3 (2.4 FTE)

Our guiding principles and values

Our guiding principles and values underpin everything we do. They set out how we will go about our day to day work. We will:

- promote equal access and inclusivity
- consult and engage with our communities
- promote the health and well-being of our residents and colleagues
- deliver quality, accessible services – a great service, first time and every time
- be open, clear and transparent
- treat others and their opinions with respect at all times
- work towards reducing our carbon footprint and enhancing our environment operate as one council team

Service purpose:

The Environmental Health service works across a range of areas to influence decisions and to control a range of behaviours and environmental factors that can affect the health and wellbeing of people in East Devon. This will include the following:

- Promote public health, safety and wellbeing in East Devon
- Regulate defined processes so as to mitigate threats to the health of the public
- Help people make the most of our outstanding environment
- Deal effectively with people whose actions will spoil our environment or threaten public health
- Implement the Council's climate change ambitions

Job purpose:

Effective delivery of administrative support to the Environmental Protection and Commercial Premises teams and other officers in the Service, through day to day supervision and line management of the Business Support team. Deliver and further

develop administrative and customer service support for these front line services and provision of occasional support for campaigns and events for related services dealing with public health, climate change, community safety, emergency planning and corporate health and safety.

Core accountabilities:

1. Provide effective supervision of the Business Support team, prioritising, planning and allocating resources in accordance with Council priorities, Service Plan commitments and customer demand.

2. Ensure that the Business Support team remains agile by developing effective communications with the Assistant Director, Principal Officers and other professional leads within the service. Determine work schedules and priorities within the Business Support team on both a day to day and longer term basis to deploy available resources effectively.

3. Take a lead role in developing and delivering performance management reports across the Environmental Health Service to include the delivery of regular dashboard style reports on agreed performance measures for Senior Management.

4. Assist the Assistant Director and Principal Environmental Health Officers by creating and producing a range of reports to meet the Council's reporting and disclosure obligations for statutory returns and in response to statutory requests for information.

5. Oversee and co-ordinate the procurement processes for the Environmental Health service, monitoring accounts and orders and controlling expenditure to ensure compliance with the Council's Financial Rules and Regulations.

6. Act as an authorising officer for Orders, Invoices and Cheque Requests.

7. Take a lead role in the development of procedures governing the use of databases and management information systems in Environmental Health Services to include maintaining competency at a systems administrator or super-user level for the Environmental Health module in Uniform CAPS, the Council's document management system and telephony systems.

8. Manage and facilitate the delivery of suitable and sufficient training to all Environmental Health staff as necessary to ensure that any changes or upgrades to databases and management information systems are communicated in a timely and effective manner.

9. Ensure the Business Support team deals effectively with enquiries from customers in a timely manner and in accordance with agreed performance standards.

10. Develop and deliver a programme of regular and ongoing customer consultation to provide feedback on service outcomes to feed into our dashboard of performance measures.

11. Liaise with external organisations as a single point of contact facilitating the smooth operation of support services including (but not exclusively) IT

suppliers, the County Council, various government departments, the Environment Agency, the Food Standards Agency, the Health and Safety Executive, Public Health organisations and any other body or third party Contractor as appropriate.

12. Assist in the writing of reports for members, Strategic Management Team and partner working groups to consider, on issues relating to the Business Support functions.

13. Provide effective leadership and strong performance management of the Business Support team. Be accountable for all staff related matters within the team by ensuring Human Resources policies are implemented appropriately including performance management, learning and development, absence, disciplinary and grievance issues.

14. Encourage a learning culture and positively manage the training and development of staff. Make sure that the Business Support team offers a customer focused service using systems thinking principles and take a lead role in developing measures to identify and report on levels of customer satisfaction following front line service delivery.

15. Make sure the Business Support team offers a customer focused service and strives to be innovative in its search for continuous improvement.

16. Support the Council's approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.

17. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.

18. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.

19. Evaluate and assist in managing risk within the service.

PERSON SPECIFICATION – Business Support Team Leader

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ GCSE's grade C/5 or above in Mathematics and English or equivalent qualification / experience	E	Application form
	▪ NVQ 4 level qualification in Business Administration or equivalent qualification / experience	E	Application form / interview
	▪ A recognised management qualification - ILM 3 or equivalent	D	Application form / interview
Knowledge	▪ Good working knowledge of Microsoft Office, including Excel, Word and Outlook, and use of database systems	E	Interview / test
	▪ Knowledge and understanding of administrative and financial systems	E	Application form/interview/ work based test
	▪ An awareness of the range of legislation, codes of practice and guidance that relate to Environmental Health	D	Application form/interview
Skills and abilities	▪ Good organisational and time management skills and Ability to manage competing priorities	E	Application form / interview / work based test
	▪ High level of written and verbal communication skills, able to put into practice plain English principles and adapt to different audiences	E	Application form / interview
	▪ Accuracy and attention to detail, particularly when working to tight deadlines	E	Interview
	▪ Ability to produce policy documents and work plans	E	Application form / interview
	▪ Able to lead and motivate team members	E	Application form / interview
	▪ Ability to communicate tactfully and effectively with staff and external contacts at all levels	E	Application form / interview

	▪ Ability to impart information to a range of audiences both verbally and in writing	E	Application form / interview
EDDC behaviours	▪ Communicates relevant information regularly and effectively; seeks others' opinions and is open and honest	E	Interview
	▪ Considerate, listening carefully to others showing that you respect and value their input	E	Application form / interview
	▪ Provides the teams with defined structures and clear direction to enable individuals to have a strong sense of ownership and personal responsibility for the delivery of objectives and outcomes	E	Application form / interview
	▪ Listens to the views of the team; encouraging them to challenge and provide feedback	E	Application form / interview
	▪ Reviews the work regularly and plans for the impact of variability to work ensuring the appropriate level of system flexibility is available	E	Application form / interview
	▪ Regularly reviews and acts on the system of work and implements the best approach outlining clear objectives	E	Interview
	▪ Open to new ideas and suggestions and speaks up when seeing a better way; willing to go the extra mile for customers and act on their feedback	E	Interview
	▪ Plans own time and workload to meet objectives	E	Interview
	▪ Works safely to maintain the health of self and others	E	Interview
	▪ Encourages team members to recognise and value individual contributions, Involving and gaining consensus from those	E	Interview

	affected by decisions and actions		
	▪ Works together with, across and outside typical groups; initiating joint approaches to delivering services	E	Interview
	▪ Evaluates resources, options and consequences in decision making and deploys the skills and behaviours of the team to best complement the system of work and the individual	E	Interview
Successful experience in	▪ Supervising a small team, report writing, data analysis, using digital platforms to deliver service improvements, making best use of technology, implementing systems and processes, budget monitoring	E	Application form / Interview
	▪ Delivering an administrative support service	E	Application form / Interview
	▪ Customer focused administrative role	E	Application form / Interview
	▪ Relevant experience in one of more of the relevant services	D	Application form
Special requirements & employee screening checks required for successful applicant	▪ Right to work in the UK	E	Identity check
	▪ Check of qualifications essential to the Job	E	Original certificates
	▪ References	E	Reference enquiries
	▪ Basic Disclosure Certificate	E	Criminal record check

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfil the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

JOB TITLE: Business Support Team Leader
POST NO's: 05060
SERVICE: Environmental Health

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	**Seldom or never**	**Level 4**	**Regular (2-3 times per week)**
Level 2	**Occasionally (once a month)**	**Level 5**	**Daily**
Level 3	**Fairly regularly (1 per week)**		

Potential Risks / Hazards / Exposures	Level of Frequency
Computer Use	**5**
Driving (Car)	**1**
Driving (HGV / LGV)	**1**
Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)	**1**
Prolonged sitting / standing	**5**
Exertion (other than lifting)	**1**
Lifting	**2**
Manual handling / repetitive movement (bending, twisting, reaching)	**5**
Customer contact / Working with the public	**5**
Face to face contact with abusive customers	**2**
Lone working	**1**
[1]Night working (3 hours or more between 11pm and 6am)	**1**
Shift working (rotational)	**1**
Use of chemical and/or skin irritants	**1**
[2]Head phone use / auditory performance / noise	**5**
[3]Hand arm and/or use of machinery vibration / noise	**1**
Outside working / inclement weather / sun	**1**
Working at height: ▪ short durations (step ladders / other access equipment) ▪ roofs / scaffolds / mobile elevating work platforms	 **1** **1**
Working in confined spaces	**1**
Bodily fluids	**1**
Infectious diseases	**1**
Asbestos	**1**
[4]Dust / fumes / vapours	**1**
Working with animals	**1**
Other – Specify	**1**

The document was completed/reviewed by Assistant Director – Environmental Health and Licensing in October 2026

[1] Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

[2] Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

[3] Any post identified in levels 2-5 will require a hand arm vibration screening test

[4] Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)