

East Devon District Council

WE'RE HIRING:

Business Support Officer

Salary: £30,515 - £33,119 pro rata pa

Type: fixed term for 12 months Part-time 18.5 hrs pw

Apply by: 07/12/2026

Job Ref: ED009105T

Apply now: **jobs.eastdevon.gov.uk**

1 TEAM EAST DEVON | WE CONNECT GROW THRIVE

Business Support Officer

£30,515 - £33,119 pro rata
Part-time
12 Month - Maternity Cover (18.5 hours / week)
Sidmouth and Exmouth

About the role

We are looking for an enthusiastic Business Support Officer to join a small team supporting the delivery of StreetScene's chargeable services. The role will require effective administration, inspection and enforcement of matters associated with the provision of beach huts across the district, sports pitch hire, memorial benches, boat registration, and allotments among other administrative duties such as updating the service's webpages and social media accounts. The working pattern will be Monday 9:00am – 3:30pm, Tuesday 9:00am – 3:00pm and Wednesday 9:00am – 3:00pm.

About you

As a customer focused, experienced administrator with demonstrable experience of operating online booking systems, you will be methodical and organised and able to plan your often conflicting workload to meet deadlines. You will be competent in the use of Microsoft Office and capable of learning other IT applications. You will be adept at communicating with people at all levels, and able to build rapport and credibility quickly. If you have a passion for delivering a professional customer focused service, the skills to maximize income collection and the experience to build and maintain excellent working relations we would be delighted to hear from you.

You will need to be able to visit sites throughout the district so a valid driving license and access to suitable transport are essential (reasonable adjustments may be possible according to the Equality Act).

About us

Our last Local Government Association Peer Challenge highlighted that "EDDC is a great place to work, with engaged staff and members" — and we couldn't agree more. You'll be joining an organisation that puts people at the heart of everything we do, working collaboratively with our communities to deliver high-quality services and create an outstanding place to live, work, visit and enjoy. With a strong focus on wellbeing, a highly flexible and supportive hybrid Worksmart approach, and a commitment to continuous learning and development, you can be confident of joining a workforce culture where colleagues are empowered to be Happy, Healthy and Here.

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

For an informal discussion, please contact Charmaine Cotter, StreetScene Office Manager on 07547 348987 or email charmaine.cotter@eastdevon.gov.uk

Closing date 7th December at midnight.
Interviews will be held during week commencing **14th December 2026** with a start date of week commencing **4th January 2027.**

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:	StreetScene Business Support Officer (09106, 09105)
Service:	StreetScene
Team:	StreetScene Operations
Grade:	2
Responsible to:	StreetScene Office Manager
Responsible for:	no supervisory responsibility

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:

To carry out the instructions of the StreetScene Office Manager with minimal supervision, either as a member of a team, or individually, to deliver StreetScene Services against the following purposes for the people of East Devon using available resources, doing what is required, when it is required, to meet demand and achieve service standards:

1) Maintain and keep safe the environment for our customers
2) Give customers advice about their environment

Job purpose:

Carry out, with minimal supervision, a customer focused service including administration relating to StreetScene income-based support services, the provision of clerical/administrative support to the service, and to support the StreetScene Budget and Equipment Monitoring Officer in achieving the priorities and objectives of the Council.

Core accountabilities:

1. Administrative responsibility for an allocated portfolio of StreetScene assets utilising relevant software and other systems to maintain accurate records of hire, asset location, maintenance, income and expenditure whilst resolving associated customer enquiries and maximizing income generation:

    - Beach huts
    - Allotments
    - Sports pitches (including playing conditions)
    - Boats & winches registration (including arrangements for abandoned boats)
    - Memorial benches
    - Utility supplies (processing bills, identifying / resolving billing issues such as leakage and meter readings)
    - StreetScene Web pages (including acting as web author)

2. Carry out site condition surveys in respect of assigned assets portfolio; regularly update records, databases and mapping of assets.

3. Liaise with colleagues and stakeholders to resolve issues associated with the assigned asset portfolio.

4. Arrange Training Courses for StreetScene Operational staff, which have been identified by StreetScene Managers / Area Officers, in close liaison with StreetScene Budget and Equipment Monitoring Officer to ensure budgets are adhered to.

5. Write the annual Portfolio Holder Reports including investigation of prices around the county, meeting with and agreeing prices with the Portfolio Holder and collating information from Legal and Finance.

6. Support effective financial monitoring assisting the StreetScene Budget Equipment Monitoring Officer with service recharges, raising and payment of relevant invoices, processing of work orders, raising of sundry debtor accounts, ordering of goods and services and any other administrative tasks in line with current financial regulations and standing orders; and take telephone payment of invoices, and handling of cash as required. To keep the supplier list up to date and contact suppliers when needed.

7. Monitor the Lone Working register to check usage and compliance levels. Maintain accurate records and produce regular reports to StreetScene managers.

8. Use of all relevant ICT systems and databases in the effective management of StreetScene assets and to disseminate relevant information to the public as required. To assist with data collection for reporting/KPI purposes.

9. Resolve enquiries from the public and other persons and organisations, giving general advice and information. It is expected the postholder will develop a good working knowledge of all functions within StreetScene and be able to deal with enquiries and complaints in an efficient and polite manner. This may also include assisting Area Officers with their initial abandoned vehicle checks (Tax/MOT).

10. Provide support to the managers across the StreetScene service as required, during normal office hours; arrange meetings, prepare agendas and take minutes for departmental meetings; and carry out general office duties, including distribution of post, data entry, filing / archiving and ordering stationery. This may include administration support for the events team.

11. Make sure that StreetScene Operations Team offers a customer focused service using systems thinking principles.

12. 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.

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

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

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

PERSON SPECIFICATION – <u>StreetScene Business Support Officer</u>

Category	Requirements	Essential/ Desirable (E/D)	Method of Assessment
Education/training	▪ Sound standard of education, including GCSE's grade C/4 or above in Mathematics and English or equivalent qualification / experience	E	Application Form
Knowledge	▪ Basic knowledge of a local authority and /or StreetScene department or equivalent	D	Application form / Interview
Skills and Abilities	▪ Proficient in the use of Microsoft Office and able to maintain databases	E	Interview / work based test
	▪ Good literacy and numeracy skills with the ability to produce accurate and detailed reports/records	E	Application form / Test
	▪ Good verbal communication	E	Interview
	▪ Ability to work as part of a small team as well as on own initiative	E	Application form / Interview
	▪ Ability to learn a variety of IT systems	E	Interview
EDDC behaviours	▪ Communicate relevant information regularly and effectively, summarising complex information to make it understandable and checking for understanding	E	Interview
	▪ Uses available information systems and measures when working to achieve outcomes, is an advocate for 'systems thinking'; reviewing and suggesting ways to reduce wasteful steps	E	Interview
	▪ takes the time to build effective relationships with customers, stakeholders, colleagues and partners	E	Interview
	▪ Plans own time and workload to meet objectives	E	Interview
	▪ Encourages working together for the benefit of customers sharing skills and knowledge, and	E	Interview

	encouraging and supporting others in applying their ideas to work – helping others to help themselves		
Successful experience in	▪ Evidence of practical experience in general administration ▪ Administering online booking systems ▪ Customer focused role	E E D	Application form / Interview Application form / Interview Application form
Special requirements & employee screening checks required for successful applicant	▪ A valid driving licence and own car are essential (reasonable adjustments may be possible according to the Equality Act) ▪ Right to work in the UK ▪ Check of qualifications essential to the Job ▪ References ▪ Basic Disclosure Certificate	E E E E E	Application form Identity check Original certificates Reference enquiries Basic Disclosure check

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

RISK ASSESSMENT PROFILE

JOB TITLE: StreetScene Business Support Officer
POST NO's: 09106, 09105
SERVICE: StreetScene

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)	**2**
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)	**2**
Customer contact / Working with the public	**5**
Face to face contact with abusive customers	**2**
Lone working	**2**
[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	**1**
[3]Hand arm and/or use of machinery vibration / noise	**1**
Outside working / inclement weather / sun	**2**
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	

The document was completed/reviewed by StreetScene Deputy Operations Manager in September 2026

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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)