

# Job Description and Person Specification



## Job Description

### **Job title**

Support Officer – (Environmental Health team)

### **Service**

Place

### **Grade**

D

### **Salary**

£25,992 to £28,624 (Pro Rata)  
18.5 Hours per week

### **Responsible to**

Team Leader (Food and Safety)

### **Location**

The role offers hybrid and flexible working arrangements with office base at Civic Offices, Fleet

### **Job summary**

The post will support the Place service within the Environmental Health team. The post will therefore:

- Provide general administrative and business support service to Environmental Health and Licensing service areas;
- Provide specialist administrative and business support to relevant service units; including the Food and Safety team, and Environmental Protection team and;
- Make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

### **Main responsibilities and activities**

1. To provide general business support to the services teams, including document management (filing, scanning, faxing, copying), stationery orders, taking and

relaying messages, flexi-sheets, overtime claims, expenses and inbox monitoring.

2. To respond to and assist with enquiries from internal and external customers.
3. To organise, support and attend internal and external, formal and informal meetings as required. To produce agendas, meeting notifications, briefing notes, minutes and notes of meetings as appropriate.
4. To maintain and update databases (internal and external) and other information systems as required.
5. To generate financial and performance information reports and data as required.
6. To raise invoices, handle incoming payments, process refunds, organise outgoing invoices, produce accounting and financial data as and when required.
7. To open, distribute and process post to relevant members of the service teams.
8. Acting as first point of contact, to receive and process complaints as appropriate.
9. To assist with the publication of documents and information on the internet.
10. To generate standard letters and documents.
11. To receive and input infectious disease notifications from the Health Protection Agency, produce standard letters and refer to case officer.
12. Process licenses for animal welfare, hairdressers, acupuncturists, tattooists and scrap metal dealers.
13. To book pest control appointments and liaise with the dog warden, vets and other Authorities with regards to stray dogs.
14. To manage receipt of accident notifications via the RIDDOR Incident Contact centre, enter on to the UNIFORM system and provide administrative support to the investigating officer.
15. To refer appropriate information to internal and external organisations such as food premises registration information to other agencies such as the Health & Safety Executive and Trading Standards.
16. To input food hygiene and health and safety inspection risk ratings in accordance with specified codes of practice and input new premises data including the projection and allocation of inspections.
17. To facilitate training courses involving internal and external trainers.
18. To help produce monthly reports relating to performance data and performance indicators (PI's) and assist towards the production of annual statutory returns.
19. To distribute and collate customer & business satisfaction surveys.

20. To validate, register and process applications submitted under the Planning Acts, and associated legislation along with the administration and processing of planning and other appeals.
21. To manage and maintain planning information/advice/data on the Web.
22. To provide administrative support in the operation of service meetings.
23. To undertake other duties such as the Environmental Health and Licensing Contract Manager determines, commensurate with the grade, including special projects.
24. Provide a high-quality service for our residents, staff, managers, and external partners.

### **Standard Clauses**

- To provide excellent service to internal and external customers, we will embody the Council's core HART values and adhere to established procedures and best practices. We will be helpful, approachable, and responsive and take ownership of challenges and problems. We aim to ensure that customers feel welcomed, valued, and well-cared for.
- To help identify, develop, and implement manual and information technology systems and procedures.
- To ensure everyone has the same opportunities, we must follow the Council's Equal Opportunities policy, Code of Conduct, and other relevant policies, procedures, and laws.
- To comply with and ensure compliance with the Council Data Protection Policies, the Data Protection Act, and other relevant legislation.
- When working with members of the public, be vigilant in identifying potential safeguarding issues and conduct themselves in a manner that protects both themselves and the public.
- In the event of a Civil Emergency, take on any new roles and responsibilities allocated by the Senior Leadership Team and be available to undertake any training that may be required to fulfil this role.
- To ensure the Council meets its legal obligations under the Armed Forces Covenant Duties.
- At all times comply with the Council's Health and Safety Policy and other safety procedures and guidelines. Employees are responsible for their own and others' safety and must follow management instructions. They should report all accidents, incidents, and problems to their supervisor or senior staff promptly.

**(For Management Posts)** This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Job description revised (date) .....

Hay grade evaluated (date) .....



## Person Specification

### Job title

Support Officer – (Environmental Health team)

### The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidence</b>
Education & qualifications	Minimum of Maths and English GCSE grade C (or equivalent)		Application & certificates

Attributes	Essential	Desirable	Evidence
Experience & knowledge	<p>Experience with operating computer-based information systems and other software</p> <p>Keyboard skills suitable for data input</p> <p>Experience of working in an administrative capacity in an office environment</p> <p>Committed to providing high quality customer service</p>		Application & interview
Skills & abilities	<p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome</p>		Application, test & interview

Attributes	Essential	Desirable	Evidence
Personal qualities / aptitude	Commitment to professional and personal development  Ability to manage own time  Commitment to delivering the best possible services for residents, and internal and external customers  Ability to take on responsibility and work under pressure  Smart and presentable appearance  Confident attitude with the public  Ability to communicate competently and accurately  Good telephone manner and customer care skills		Application, test & interview
Other		Ability to attend meetings out of hours	Application & interview

**Signatures:**

Job-holder .....

Manager .....