



Job Profile

Support Assistant – Public Health

Grade D

Group: Public Health and Wellbeing

Service: Public Health

Location: Civic Centre

Line Manager:

Job Purpose

To provide effective and efficient business support to the Public Health Service.

The key roles of this post will include:

1. To undertake the duties associated with the clerical and administrative support to the Public Health team, ensuring an efficient and effective service is provided in relation all Public Health priorities and objectives.
2. To provide a high level of customer service to partners, members of the public and external organisations, via telephone, letter, e mail and in person to ensure an ongoing provision of a high-quality service.
3. To coordinate and update manual and computerised records to ensure a high level of accuracy is maintained and data and reports are produced as and when required.
4. To attend and contribute to service, team and external meetings, and record outcomes where necessary
5. To support colleagues in distributing and collating relevant public health information
6. To work within Council financial regulations in relation to cash handling, budget monitoring, processing of invoices and other areas as required.
7. To assist in dealing with public queries in line with the Covid Champions approach
8. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge:

- General Data Protection Regulations (GDPR)

Experience:

- Implementation and maintaining manual & computerised information systems.
- Ability to organise and prioritise workload to ensure timescales are met
- Undertaking a range of administrative activities
- Effective written and verbal communication skills
- Using Microsoft office

Qualifications:

- 5 GCSEs at Grade 4 or above or equivalent which must include Maths and English

Desirable:

Knowledge:

- Current issues affecting public health

Experience:

- Implementing, monitoring and reviewing admin systems and procedures
- Producing reports
- Working in health or local authority

Qualifications:

- NVQ level 3 in Business Administration or equivalent



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences