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| **Job Description** | |
| **Post title** | Senior Support Services Officer |
| **JE Reference No** | A3860 |
| **Grade** | 7 |
| **Service** | Resources |
| **Service Area** | Business Support |
| **Reporting to** | Accountable to the Support Services Team Leader and Service Manager in the service area allocated |
| **Location** | Your normal place of work will be Meadowfield, Hackworth Road Peterlee or County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will work in co-operation with the Support Services Team Leaders and Senior

Support Services Officers in Business Services.

The post holder will also work in conjunction with Financial Support to ensure service delivery is achieved. The post holder will also work when required in conjunction with other Managers in Resources.

Liaison with other Corporate Service functions will also be required in order to ensure “single”

Council working is delivered.

The post holder will be responsible for supervising a customer focussed support team within

Resources and will work closely with the Heads of Service and Technical Staff to ensure the

teams are providing a quality back office support service.

These teams will comprise of dedicated to:-

* Building and Facilities Management, Clean and Green, Neighbourhood Protection, Refuse and Recycling, Fleet, Strategic Waste, Strategic Highways, Highways Services, Consultancy Construction Service, Culture, Sport and Tourism and Community Protection

In addition, the post holder will be responsible for transforming existing systems with an aim to

eradicate paper and promote electronic data interchange/ filing where possible. Also challenging

and streamlining existing systems in accordance with lean systems thinking to remove

unnecessary processes. A flexible approach must be adopted at all times and an ability to

manage and motivate staff is essential.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Challenging existing ways of working in order to develop lean systems with electronic data interchange, electronic filing and online input wherever possible.
* Assist in the development of procedural guidance notes for all functions within the service.
* To work with a customer focussed team approach.
* To participate in team meetings and ensure effective and efficient channels of communication are facilitated.
* Assist in identification of risks within the service area.
* Promote a positive culture with colleagues and contributing to providing continuous service improvement.
* Rotate duties within the team to ensure cover is provided at all times.
* Work with other colleagues in Business Services to ensure peaks and troughs in other areas are supported.
* Ensure a professional approach to work is adopted at all times
* Work with the other Senior Support Services Officers to ensure a quality service is provided to front line services at all times.
* Ensure relevant Risk Assessments are carried out as appropriate to the section area.
* Ensure post handling is carried out efficiently and effectively over the appropriate sites.
* To work with the Corporate Insurance Team to ensure reports and inspections can be obtained in order to defend insurance claims.
* To effectively supervise the staffing of the Business Services team ensuring resources are efficiently and effectively used
* Assist with the production of a training matrix to ensure job shadowing occurs in the team to facilitate continuous cover at times of annual leave and sickness
* Working with Service managers and the Business Services Manager to ensure a smooth transition during periods of change.
* Assist with the Corporate review of postage arrangements.
* Promotion on the use of Multi-Functional Devices with a view to scanning and emailing documents rather than copying and faxing.
* Work closely with the other Senior Support Services Officers to ensure staff workloads are appropriate in each area, identifying shortfalls and overstaffing.
* Monitor and manage staff flexi balances, absences and carrying out Return to Work interviews in a timely manner.
* Ensuring performance appraisals are carried out in a timely manner in accordance with corporate guidelines.
* Ensure all staff complete Data Protection training and other available e-learning packages
* Liaise with technical staff to ensure administrative support is in accordance with business needs.

The above is not an exhaustive list and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Corporate Director, Head of Service, or Business Services Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | NVQ Level 3 qualification or equivalent in a relevant subject | Educated to AS/A level standard  Management  Qualification  Evidence of continuous  Personal and professional  development |
| Experience | Experience in leading and supervising an administrative team.  Experience in motivating staff to promote a positive culture  Experience in managing major change effectively  Experience in promoting job shadowing to provide  continuous support during absences  Able to work independently with minimum supervision | Experience in development of electronic systems and streamlining processes  A knowledge of purchasing card usage  Experience with Oracle  Experience in challenging admin systems with a view to lean system working  An ability to develop a multi skilled team |
| Skills & Knowledge | Advanced practical knowledge and understanding of local government administration processes.  An up to date knowledge of relevant legislation, policies and safe working practices to enable appropriate guidance to be provided to staff  High level written, oral and persuasive communication skills  Proven ability to take ownership and deliver results | Able to be pro-active in service development and improvement  A knowledge of Risk Management processes  Knowledge of electronic post facilities  A knowledge of discipline, grievance, sickness and staff performance reviews.  A knowledge of Insurance data required for claims handling |
| Personal Qualities | A positive attitude committed to excellent customer service  A positive approach to service delivery  Travel is an essential requirement of the post. |  |