

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Adults and Health</b>		<b>Service Area:</b>  <b>Environmental Health</b>	
<b>JOB TITLE: Administration Officer</b>			
<b>GRADE: D</b>			
<b>REPORTING TO: Environmental Health Team Manager</b>			
<b>1.</b>	<b>JOB SUMMARY:</b>  To be responsible to the Environmental Health Team Manager for the provision of effective and efficient administrative support to the Environmental Health function, including data processing, reception duties and support to technical sections of the function and specific contribution to projects as required.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To provide administrative support to all of the professional and technical officers in the various sections of the team, including Environmental Control, Commercial, Pest Control, Animal Welfare and Public Health.	
	2.	Update and amend computerised and manual records, including official registers.	
	3.	Contribute to the design, maintenance and implementation of work systems, such as the design of standard letters, forms etc. as required.	
	4.	Promote and maintain at all times high quality customer service, whilst receiving service requests from the public on behalf of the Environmental Health function; and promote strong relationships with partner organisations and services.	
	5.	Extract statistics, printouts etc. as required by management, professional or technical staff and support the development of reports as needed.	
	6	Carry out specific duties as required in support of projects, development issues and quality assurance systems.	
	7	Support colleagues in the roll-out of initiatives to ensure efficient and effective processes and best use of technology by the team.	
	8	Work closely with colleagues to ensure appropriate cover for administrative support to the team.	
	9	Represent the function and the Authority at relevant meetings as appropriate and take minutes when required.	
	10	Support and promote the Council's core values and corporate service standards.	
	11	Enhance the Environmental Health function's image and visibility within the Authority and the image of the Authority as a whole, by promoting awareness of services and achievements, displaying the highest standard of professional conduct at all times and by contributing to the Authority's broader corporate agenda.	

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)	.....	.....	.....

**Job Description dated: November 2021**

## PERSON SPECIFICATION

Job Title/Grade	<b>Administration Officer / Grade D</b>	
Directorate / Service Area	<b>Adults and Health / Environmental Health</b>	
Post Ref:		

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>NQF level 2 or the equivalent level of work related knowledge and experience in an appropriate discipline.</li> </ul>		Application form
Experience	<ul style="list-style-type: none"> <li>Experience of working in an Environmental Health function or of Local Government in general</li> <li>Working as a member of a team</li> <li>Working in a customer focussed environment, liaising with partner organisations, members of the public and officers at all levels</li> </ul>		Application / Interview

<p>Knowledge &amp; Skills</p>	<ul style="list-style-type: none"> <li>• Working knowledge of the operation of an Environmental Health function.</li> <li>• Organisational skills to prioritise and manage workload.</li> <li>• Well-developed verbal and written communication skills, with the public, team colleagues and other Council services.</li> <li>• Well-developed computer skills with proficiency of Microsoft Office packages including Word, Excel, Access, Outlook etc.</li> <li>• Up-to-date understanding of electronic premises databases, particularly Flare</li> <li>• Ability to handle and input data and help generate reports</li> <li>• Ability to contribute to the design, implementation and development of systems and procedures.</li> <li>• Customer service skills, including handling complaints</li> <li>• Excellent organisation and time management skills and ability to produce work of high quality to tight timescales.</li> <li>• Good interpersonal skills with all disciplines and levels of staff and strong customer focus.</li> </ul>		
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Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>• Ability to work within and across teams as well as the ability to prioritise own workload and work on own initiative.</li> <li>• Good interpersonal skills with all disciplines and levels of staff and strong customer focus.</li> <li>• Willingness to participate and contribute to training required for the post</li> <li>• To have a flexible attitude personally and encourage in others, across all areas of the workplace.</li> <li>• Ensure a customer centred focus at all times in all situations to deliver excellent outcomes for all stakeholders including SBC staff.</li> </ul>		Application / Interview
Other requirements	N/A		

**Person Specification dated: November 2021**