#

BRIGHTON & HOVE CITY COUNCIL 4306

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:**  | Office Coordinator |
| **Reports to:**  | Lead Operations Manager |
| **Department:** | Cityclean Operations |
| **Section:**  | Economy, Environment & Culture  |

**Purpose of the Job**

Provide an efficient and responsive administrative and business support service within Cityclean Operations on both Collections and Streets teams

**Principal Accountabilities**

* Manage accident and incident management for Cityclean Operations, recording, reporting and assisting the Insurance department in achieving a reduction in third party claims.
* Responsible for supporting the compliance of Driver’s hours and notify Operations Managers of Drivers infringements, support Operations Managers with drafting letters to set the standard required and keep accurate records and escalate to Operational Management as required.
* Responsible for maintaining all driver licence checks for Operations staff who drive a council vehicle and ensure all relevant driving information is collected and retained correctly
* Carry out extensive reports and control of documents for Heads of Operations and Operational management regarding driver behaviour and compliance of driving hours rules including working time directive – updating systems in the process.
* Support Driver compliance with O Licence requirements e.g. through maintaining records and co-ordinating Driver Training and ensuring Driver declarations are up-to-date.
* Administrative support to Collections and Street operations including support in issuing ad-hoc notices, memos and communications to staff and support Operations Managers with service updates to other Services e.g. Contact Centres, Internal Communications, Environmental Enforcement, councillor and Director queries
* Set up document control systems and processes and systems relating to the recording of CityClean KPI’s and manage all documents in compliance with GDPR.
* Undertake service improvement projects to improve missed collection rates.
* Process invoices, purchase orders, and other financial documents as required, verify information for accuracy against records in accordance with the relevant budget procedure and allocate appropriate budget coding prior to authorisation for payment by others.
* Oversee compliance with the Council’s sickness management procedure ensuring Operations Managers arrange and hold Absence Review Meetings and complete associated paperwork.
* Responsible for ensuring payroll is correct according to shift patterns, enhancements and local agreements and respond to complex payroll queries.
* Carry out detailed and complex research and analysis that can be used and manipulated by others on requested data/information using agreed procedures and formats, e.g. devise and update spreadsheets and databases, provide web-based data, etc.

**General Accountabilities**

Make a positive contribution to securing the highest standards of customer service and efficiency and deliver an effective customer service which is consistent with ISO9001 quality assurance system accreditation and management review.

Ensure BHCC comply with the Road vehicle Construction and Use act 1986, Health and Safety Act 1974.

You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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**PERSON SPECIFICATION**

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Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * Educated to minimum GCSE/NVQ2 level standard in English and Maths or equivalent experience.
* Demonstrable knowledge of the administrative function within a large organisation, including specific role-related bespoke databases/software.
* Understanding of the principles of confidentiality and data protection when dealing with sensitive information.
* Some knowledge of rules on drivers hours and tachographs or ability to gain this knowledge.
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| Experience | * Significant office based experience preferably in an Operations or Fleet environment or busy/complex setting
* Demonstrable experience of carrying out a wide range of administrative and support tasks, including word-processing, data entry, electronic record keeping, venue booking, events co-ordinating etc. to ensure the effective working of the team.
* Experience of dealing with conflicting priorities and working under pressure.
* Experience of financial systems and processing of invoices.
* Demonstrable experience of producing complex reports.
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| Skills and Abilities | * Excellent PC skills and competent in the use of Microsoft Office (including Access) also able to operate and develop various in-house systems.
* Ability to resolve routine and more complex problems.
* Ability to work in very busy, often stressful and pressured environment.
* High levels of organisational skills required and able to manage own time and workload.
* Ability to work on own initiative with minimal direction from Head of Service and Lead Operations Manager.
* Excellent Communication skills with the ability to communicate with a range of both internal and external stakeholders including Suppliers, Drivers, Managers, the public and BHCC Directors
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| **Equalities** | Commitment to and understanding of equality and diversity issues within a diverse and multi-cultural environment. |