# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Support Services Officer

# DEPARTMENT: Communities, Economy and Transport

# LOCATION: Lewes

# GRADE: [East Sussex Single Status Grade 5](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# RESPONSIBLE TO: Business Support Officer

# Purpose of the Role:

To provide an efficient and comprehensive administrative support service to the Trading Standards team. To be the first point of contact to members of the public and other stakeholders.

# ROLE CONTEXT:

Trading Standards protects vulnerable consumers and promotes informed and successful businesses in a safe and fair-trading environment. It does this by interpreting and enforcing a wide range of legislation using an intelligence-led approach to inspection, sampling, advice and education and investigation.

# Key tasks:

1. Provide a high level of customer service to internal and/or external customers. Take responsibility for referring customer enquiries to other internal departments or services as necessary.
2. Provide timely and accurate information, including undertaking searches, investigating issues and providing advice on policies and procedures to customers.
3. Monitor and update local processes and procedures to improve efficiency and improve customer experience. Make recommendations on improvements to systems and processes to local management.
4. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate.
5. Support with the monitoring of contracts within the department including collating data and reports, providing information to managers and staff on the contract and supporting operational matters relating to the contract.
6. Plan and organise your work, having regard to the effective use of resources and safe working practices.
7. Accurately input data into computerised departmental systems, databases and spreadsheets and process, retrieve, analyse and cleanse data as necessary.
8. Assist with the induction of new team members.
9. Ensure you follow all local policies and you comply with any legal duties of the service.
10. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards.
11. Ensure the security of Council property that you are required to use or that customers may use or loan from the service and make requests to management for new stock or maintenance of existing stock.
12. Record and report on buildings issues liaising with contractors, other ESCC departments and staff.
13. Undertake more complex tasks, which includes the use of specialist equipment, software or skills.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Able to communicate concisely, orally and in writing using plain English to convey clear messages e.g. able to deal with telephone queries, liaise with managers, staff and members of the public, write basic letters. * Attention to detail & accuracy. * Good numeracy and literacy skills. * Good computer/keyboard skills. * Ability to use own initiative in understanding tasks. * Ability to organise and prioritise own work. * Ability to meet deadlines. * Good interpersonal skills. |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * GCSE pass at grade C or above (or equivalent) in Maths and English Language. |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * General knowledge of policies & procedures and legislative requirements relevant to service area. |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Working in a large public sector organisation |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of working with the Microsoft Office suite including Work, Outlook and Excel. * Reviewing business systems. * Working in an office-based environment. * Budget monitoring. |

# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Working in a large public sector organisation |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Team worker. * Good time management. * Customer orientated approach to work. * A commitment to personal development and training. * A commitment to equal opportunities and anti-discriminatory practice. |

**Date (drawn up): Modified March 2022**

**Name of Officer(s) drawing up person specifications:**

**Job Evaluation Reference: 9469**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | Yes |
| Occupational Driving | No |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |