

Job description

Job title: Service Support Officer
Grade: Dorset Council Grade 5
Job evaluation reference: HS452
Job family: Business, Policy and Administration

Purpose and impact

1. To facilitate the effective and efficient achievement of the external customer's purpose through the provision of clerical support to operational and support staff within a designated team or function.

Key responsibilities

2. To undertake the duties of a Service Support Officer as required.
3. To provide support for diary and email management, including the organisation and preparation of documents and associated logistics.
4. To provide advanced office duties as required such as advanced text processing of complex documents and report formatting, advanced spreadsheet functions and updating webpages.
5. To monitor the progress of financial administrative procedures such as ordering of goods and services and invoice payment support and resolving issues or escalating problems as appropriate.
6. To provide ad hoc project support to any services within the directorate as required including work required for legal or court purposes.
7. To act as the lead contact for service support (where applicable) for a specialised function or team and providing advice as appropriate.
8. To provide proactive support for organising, preparing and chasing follow up actions of specialist group meetings (where applicable).
9. To take notes of specific meetings including safeguarding, best interest, high risk multi-disciplinary team discussions, external partners, complaints, disciplinary and grievance (where relevant).
10. To support the maintenance of data systems as appropriate, extracting and interpreting data to provide comprehensive management, performance or financial information.
11. To follow procedures and resolve issues within laid down procedures, specific to the designated team.
12. To support managers in meeting, monitoring and managing service standards.
13. To provide cover for Case Support Co-ordinators, where relevant, within Adult and Community Services only.
14. Liaison with other staff and external customers, as point of contact for the team. Providing advice as appropriate and/or referring enquiries to the relevant officer.
15. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



Supervision and management

Reporting to: The post holder will be expected to work on their own initiative but pull support from their line manager as appropriate.

Responsibility for: The post holder will not be required to supervise other staff other than assisting in work familiarisation of new staff.

Other factors

16. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
17. The post holder may have some responsibility for the accurate handling of small amounts of cash.
18. Work is subject to interruptions from requests from operational or support staff, to take telephone calls or to deal with reception visitors.
19. There may be occasions when work is of a sensitive or distressing nature, particularly in teams involving direct contact with customers.
20. Where the post is based within the People - Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
21. The post is office based.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Minimum of 4 GCSE's (or equivalent) at grade C or above including English and Mathematics, or equivalent ability evidenced from testing.	Application form
2. OCR Level 3 Certificate in Text Processing (Business Professional) (or similar), or equivalent ability evidenced from testing.	Application form
Experience	
3. Relevant and transferable positive experience in an administrative role, using computerised systems	Application form Interview Assessment
4. Previous positive experience of working in a team.	Application form Interview Assessment
Knowledge	
5. Good understanding of a range of office practices (reception, text processing, telephony, database management).	Application form Interview Assessment
6. Advanced understanding of a range of IT applications, including Word, Excel, Email and Internet.	Application form Interview Assessment
Skills and abilities	
7. Good written and oral communication skills.	Interview Assessment References
8. Ability to assimilate and summarize information rapidly.	Interview Assessment References
9. Ability to organize own workload effectively, prioritizing tasks and working to defined deadlines.	Interview Assessment References
10. Ability to work under pressure.	Interview Assessment References
Our values	
11. Respect	Interview Assessment
12. Together	Interview Assessment
13. Accountability	Interview Assessment



14. Openness	Interview Assessment
15. Curiosity	Interview Assessment
Other	
16. Able to fulfil the travel requirements of the post (where applicable).	

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
17. ECDL or equivalent IT qualification.	Application form
Experience	
18. Good understanding of the team's work area.	Application form Interview Assessment
Knowledge	
	Application form Interview Assessment
Skills and abilities	
	Interview Assessment References
Other	

Approval

Manager's job title: Pay & Rewards

Date: May 2016

