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| <b>Designation:</b>     | <b>Business Support Assistant (Environmental Health)</b> |
| <b>Grade:</b>           | <b>Stroud 2</b>  |
| <b>Hours:</b>           | <b>37</b>  |
| <b>Location:</b>        | <b>Ebley Mill</b>  |
| <b>Job Purpose:</b>     | <b>To provide business and clerical support</b>          |
| <b>Responsible to:</b>  | <b>Senior Business Support Officer</b>                   |
| <b>Responsible for:</b> | <b>None</b>  |

## KEY DUTIES

- To provide support to the EH Service by compiling reports, letters and notes taken at meetings and distributing them to relevant parties.
- To act as a first point of contact for all EH queries and taking messages for officers in their absence.
- To provide initial advice for residents relating to pest control and book in appointments in a timely manner.
- To provide assistance in the organisation of meetings and diary planning for EH officers and Pest Control Officers.
- To provide assistance in office administration – filing, ordering materials/services, time-sheets and photocopying.
- To provide assistance with financial administration including producing purchases orders, invoices and manage debtors accordingly.
- To check the validity of applications including the amount of any fees and /or charges levied.
- Administration of planned projects.
- Undertake such other duties commensurate with the post as may be properly assigned by the Head of Service.

## SKILLS AND KNOWLEDGE

- Good general education
- Good written and verbal communication skills.
- Experience of working with the public.
- IT Literate.
- Basic numeric skills.

## COMPLEXITY AND CREATIVITY

- Responds to queries and complaints.  
Work largely regulated by laid down procedures, but needing occasional creative skills to deal with routine problems.

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to the Senior Business Support Officer  
Post requires little freedom to act, work is carried out within clearly defined rules or procedures and advice is available if required.

## CONTACTS

- Members of the Council
- Members and staff of other local authorities'/partner agencies
- Suppliers and contractors
- Members of the public

## RESOURCES

- Responsible for the taking and processing of telephone card payments cash and cheques.

## TRAVEL DESIGNATION

- Casual Car User

## GENERAL

- To work with communities sometimes outside normal office hours.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

# **JOB DESCRIPTION**

**August 2020**

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*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*