

Designation:	Business Support Assistant (Environmental Health)
Grade:	Stroud 2
Hours:	37
Location:	Ebley Mill
Job Purpose:	To provide business and clerical support to the Environmental Health (EH) service
Responsible to:	Senior Business Support Officer
Responsible for:	None

KEY DUTIES

- To act as a first point of contact for all EH queries and service requests – ensuring good customer service, and passing accurate information to the relevant officers.
- To provide support to the EH Service by compiling reports, letters and notes taken at meetings and distributing them to relevant parties.
- 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.
- To log work such as applications and service requests for the EH team.
- 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.
- Good customer service skills.
- 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 have a 'One Council' approach to service delivery and to collaborate with colleagues across the council on common goals
- 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.

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.