**Job Description**

# Section A: Job Profile

## Job Details

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| Job Title: | Support Officer (Environment & Highways/Economy and Place) |
| Salary: | £26,163 - £30,060 |
| Grade: | 7 |
| Hours: | 37 per week. We are open to discussions regarding flexible working. |
| Team: | Business Support Unit |
| Service Area: | Environment and Highways/Economy and Place |
| Primary Location: | County Hall, Oxford OX1 1ND.  Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working.  What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based.  Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process. |
| Budget responsibility: | N/A |
| Responsible to: | Business Support Team Manager |
| Responsible for: | N/A |
| Political Restricted Post: | Not a politically restricted post |

## Job Purpose

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| This role will provide administrative support to Heads of Service (HoS) enabling the best possible support to be provided to both internal and external customers. Including:-   * Providing administrative and support Heads of Service across the two Directorates and from time to time the Directors. This will involve, amongst other things, dealing with confidential matters, and handling a wide range of enquiries through to a satisfactory outcome, carrying out research and following up on planned tasks. The job requires the organisation of this workload under minimal supervision. * Working in a pro-active way to support managers in the performance of their duties. |

## Job Responsibilities

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| **Business Support**   * Ability to liaise with both internal and external officers, elected Members, agencies etc. as appropriate. * To deal sensitively with queries and concerns from members of the public, service users and carers, ensuring timely action is taken in the absence of the Manager. * Type and prepare documents, correspondence/presentations from a variety of sources. This includes producing high quality, original letters from outline information and the use of spreadsheets. * Co-ordinate and maintain diaries, arranging meetings and appointments, ensuring that commitments and competing demands are efficiently managed and future needs anticipated to enable managers to operate effectively. * To be responsible for opening, screening and prioritising post, ensuring urgent replies are attended to. Recording of incoming and outgoing post, ensuring appropriate actions are followed through. * To arrange, service and minute meetings (where agreed). To include attending meetings as minute taker as agreed preparing the agenda ensuring that supporting documents are received in a timely way to enable the papers to be circulated in advance of the meeting. Undertake and support managers in the undertaking of any management actions delegated as a result of that meeting as well as liaising with relevant staff to ensure appropriate follow up actions are communicated. * Collate materials, research and analyse background information to assist managers as required, including the preparation of documents summaries and draft correspondence. * Organise external meetings and conferences as required. This will involve planning venues around a schedule of proposed meetings and ensuring adequate accommodation and refreshments are available and attendees are given adequate directions to the venue. * Undertake financial administration tasks, including e-procurement, reconciling procurements cards, receipting of goods and processing invoices. * Also carry out other general administration duties e.g. filing and photocopying.     **Financial support**   * Process financial tasks within the team including e-procurement, receipting of goods. * Investigate variations and carry out research to provide budgetary and statistical information using available systems. * Administer grants, payments and transactions.     **Leadership and Collaboration:**   * Supporting the recruitment, induction, supervision and learning of others as required.   Attending and participating in meetings as required to support the needs of the service including taking a lead role as ‘champion’ for a service process, system or development area. |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
| Experience of using financial/payroll/admin systems | A&I |
| GCSE grade C or above in English and Maths (or equivalent standard of education) or comparable ability | A&D |
| Previous PA/admin experience | A&I |
| Flexible attitude and able to handle change effectively | A&I |
| Experience of using MS Office, i.e. Word, Excel, PowerPoint, Outlook including electronic diary management to an intermediate level | A&T |
| Able to find solutions and use own initiative | A&I |
| The ability to use a keyboard with a high level of precision and speed | A&T |
| Ability to draft reports, letter, agendas and minute meetings and take follow up action | A&T |
| Methodical and organised approach to tasks, with an eye for detail. | A&I |
| Desirable |  |
| NVQ 2 or higher in administration | A&D |
| Experience in a similar organisation (public sector) | A&I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |

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|  | Other (please specify): |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |

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|  | Other (please specify): |

April 2022