**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

|  |  |
| --- | --- |
| Job Title: | Team Support Officer – Public Health |
| Fulltime Salary: | £28,163 per annum |
| Grade: | Grade 7 |
| Fulltime Hours: | *e.g.,37 per week. We are open to discussions about flexible working*. |
| Team: | Public Health |
| Service Area: | Business Administration Support |
| 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: | None |
| Responsible to: | Business and Planning Manager |
| Responsible for: | Some direct responsibility for providing guidance, advice, practical support and coordination to other employees as allocated. |
| Political Restricted Post: | Not applicable |

## Job Purpose

|  |
| --- |
| In this role, you will provide specialist administrative support to the Public Health Directorate team. The successful candidate will have a customer service mindset and a continuous learning approach to work.  We provide training and professional development support to enable our team members to continuously improve as they strive to deliver high-quality customer service. |

## Job Responsibilities

|  |
| --- |
| As a Team Support Officer, you will provide high-quality administrative and organisational support to our team. Your duties will include:   * Support various meetings across the Public Health Directorate. This includes setting up meetings using MS Outlook and MS Teams, sending out relevant papers, and attending and minuting meetings. * Organise and coordinate meetings, including scheduling, preparing agendas, and taking accurate notes. * Provide general administrative support and act as the first point of contact for the service. Respond to emails from local residents and partner organisations. * Organise events, ensuring appointments are planned realistically, and book venues, catering, and resources. * Maintain record-keeping systems for monitoring service processes. * Coordinate Freedom of Information Requests by storing and logging documentation and responding within the required time frame. * Process financial tasks, including setting up POs, paying invoices, financial forecasting, e-procurement, and petty cash.   **Leadership and Collaboration**   * Support the recruitment, induction, supervision, and learning of others as required. * Attend and participate in meetings, including taking a lead role as ‘champion’ for a service process, system, or development area. * Review agendas for key political meetings and support new starters with induction processes. |

# 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.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| English language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability. | A&D |
| Demonstrable administrative experience | A&I |
| Front line/customer service (visitor/telephone) experience with the ability to converse at ease with members of the public and provide advice in accurate spoken  English. | A&I |
| Experience and regular use of Microsoft Office applications and information  research on the Internet, including Word, Excel, Outlook, PowerPoint, to at least an Intermediate level. | A&T |
| Information and data research, retrieval entry and collation using information management/ internet/ web-based systems | A&I |
| Ability to work alone, as well as working co-operatively in a team. | A&I |
| An honest individual who is passionate about providing support for people. | A&I |
| Flexible attitude and able to handle change effectively. | A&I |
| Desirable Criteria | Assessed By: |
| Experience of processing financial claims/transactions. | 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).

|  |  |  |  |
| --- | --- | --- | --- |
|  | 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 |

|  |  |
| --- | --- |
|  | 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).

|  |  |  |  |
| --- | --- | --- | --- |
|  | 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 |

|  |  |
| --- | --- |
|  | Other (please specify): |

April 2022