

Hertfordshire County Council Job Outline



JOB TITLE: Senior Support Officer
GRADE: Level 7
REPORTS TO: MI & Business Improvement Lead

Purpose of the Job

This post provides business and administrative support to individuals, teams or departments as appropriate.

Main Areas of Responsibility

- Maintain confidentiality, respond to enquiries and telephone calls and provide required information to internal and external customers
- Line management of Support Officers, managing team performance, work schedules and commitments ensuring all appropriate coaching, training and development is provided
- Manage the provision of a full range of administrative duties, deal with all general matters and more complex correspondence including invoices, timesheets according to local procedures as well as management of local projects and corporate initiatives
- Update and manage computer databases and spreadsheets, provide reports and compile information such as statutory returns, and manage and track expenditure
- Provide professional support to senior officers and managers as required
- Undertake research work, compiling reports/briefings, assessing the impact of changes and making recommendations
- Manage utilisation of and provide expertise in software packages such as Microsoft Office, production of documentation according to local procedures and statutory/ legal requirements
- Responsibility for Health and Safety for team/work area
- Overall budgetary responsibility within set boundaries, including responsibility for cash fee payments

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Although there are no specific qualifications required for these roles previous experience in service delivery or a business-related qualification would be beneficial.
- You will be a competent administrator with experience of using Microsoft Office who is confident to be the first point of contact for Managers and possess excellent customer care skills.
- You will be self-motivated, professional and approachable providing excellent team support and best practice at all times.
- You must be willing to undertake a variety of administrative tasks, operating within departmental policies and procedures.
- Line management experience is desirable.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.