

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Environmental Health Services Support Assistant	Grade: 4
Directorate: Regeneration and Development	Service: Environmental Health
Post No: DD19 & CC28	Date of Issue: December 2018
Responsible to: Environmental Health Team Manager	

Main Purpose of Job:

To provide day to day administrative support to Environmental Health teams whilst providing excellent customer service and service specific advice to clients accessing the Service.

Main Tasks/Duties/Responsibilities

Team Coordination & Support & Liaison

1. To support Environmental Health teams by performing a range of daily, weekly, and monthly administrative tasks to record and retrieve key information.
2. To act as a contact point for teams such as Customer Services, Planning and Land Charges, ensuring that the work they pass to Environmental Health is correctly recorded/allocated, and providing feedback and support where they need progress reports, or need to understand Environmental Health requirements/processes/decisions.
3. To requisition goods and services using the civica accounting system, and to record delivery of goods, confirming payments have been correctly received, issuing invoices where appropriate, and supporting debt recovery processes. To collate and check accounts in respect of contracted services.
4. To arrange and attend meetings and to produce action logs/minutes and transcribe PACE interviews.
5. To contribute to and attend Team Meetings.
6. To input data in IT systems and use, add and manage data in electronic document management systems.
7. To play a positive role in maintaining and ordering stationery for the various sections within the Directorate.
8. To type documents, reports, and notices etc from information supplied by Business Managers or Head of Service.
9. To provide cover for other administration posts within the Council as required.

Supporting Internal & External Environmental Health Customers

1. To provide high quality information and advice to customers on the services provided within the Directorate, handling requests and enquiries in a professional and understanding manner.
2. To refer customers, wherever appropriate, to professional specialist staff, or relevant other agencies.
3. To take responsibility for resolving queries or completing action arising from customer enquiries, recording the request made and the advice given.
4. To liaise with back office services and external agencies, in the provision of seamless delivery of front line services. Provide information to back office staff regarding customer needs, collate service quality information and identify potential service improvements.
5. To represent the service in meetings with Customer Services and other areas of the Council commensurate with the main purpose of the role.
6. To act as the Environmental Health Champion for appropriate initiatives and projects, in particular those aimed at achieving channel shift, self-help and continual improvement and efficiencies in service delivery. Commensurate with the main purpose of the role.

IT Systems & Records

- 1 To be competent and make effective use of appropriate technology in the delivery of customer service and clerical support for environmental health services and to be competent in the use of Environmental Health Information Technology systems in use, including Information at Work and Civica APP, including the daily monitoring and inputting of data. Develop and support paperless options and facilitate remote working by field staff
2. To produce monthly performance reports from the Civica APP system, or via any other record sets.
3. To regularly check the content of, and where necessary maintain web pages and associated content
4. To maintain public registers to ensure that public access is possible.
5. To maintain paper filing systems & IT records, ensuring that records are held in a structured system, securely. To assist with the creation and disposal of files in accordance with retention plans.
6. To collate and publish records, in accordance with agreed procedures and checking systems (e.g. FSA data).
7. To check and assist in maintaining records within the Target100 health & safety IT system.
8. To undertake appropriate training for personal and job development purposes.

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9. To adhere to and have a full working knowledge of Data Protection legislation to ensure customer confidentiality of personal information held on systems.

Occasional Tasks/Duties/Responsibilities

1. To undertake various administration duties as requested by the Heads of Service and Business Managers within the Directorate.
2. To assist in the training, coaching and development of new team members primarily by way of mentoring.
3. To work with other teams, to support corporate facilities (e.g. reception duties) and cross cutting projects, in accordance with rotas/project plans agreed by Head of Service.

General

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).
7. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
8. To be aware of and adhere to the Council's Safeguarding Children and Adults at Risk of Abuse and Neglect Policy

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.

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