

Job description

Job Title:	Service Support Officer
Grade:	Dorset Grade 5
Job Evaluation Reference:	HS 452
Job Family:	Business, Policy and Administration

Purpose and impact

1. To facilitate the effective and efficient achievement of the external customer's purpose through the provision of clerical support to operational and support staff within a designated team or function.

Key Responsibilities

2. To undertake the duties of a Service Support Officer as required.
3. To provide support for diary and email management, including the organisation and preparation of documents and associated logistics.
4. To provide advanced office duties as required such as advanced text processing of complex documents and report formatting, advanced spreadsheet functions and updating webpages.
5. To monitor the progress of financial administrative procedures such as ordering of goods and services and invoice payment support and resolving issues or escalating problems as appropriate.
6. To provide ad hoc project support to any services within the directorate as required including work required for legal or court purposes.
7. To act as the lead contact for service support (where applicable) for a specialised function or team and providing advice as appropriate.
8. To provide proactive support for organising, preparing and chasing follow up actions of specialist group meetings (where applicable).
9. To take notes of specific meetings including safeguarding, best interest, high risk multi-disciplinary team discussions, external partners, complaints, disciplinary and grievance (where relevant).
10. To support the maintenance of data systems as appropriate, extracting and interpreting data to provide comprehensive management, performance or financial information.
11. To follow procedures and resolve issues within laid down procedures, specific to the designated team.
12. To support managers in meeting, monitoring and managing service standards.
13. To provide cover for Case Support Co-ordinators, where relevant, within Adult and Community Services only.
14. Liaison with other staff and external customers, as point of contact for the team. Providing advice as appropriate and/or referring enquiries to the relevant officer.
15. Any other lesser or comparable duties as required.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



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Supervision and management

16. The post holder will be expected to work on their own initiative but pull support from their line manager as appropriate.
17. The post holder will not be required to supervise other staff other than assisting in work familiarisation of new staff.

Other factors

18. Responsible for ensuring data quality and as such the integrity of management information through the proper use and safekeeping of data and record systems both manual and computerised.
19. The post holder may have some responsibility for the accurate handling of small amounts of cash.
20. Work is subject to interruptions from requests from operational or support staff, to take telephone calls or to deal with reception visitors.
21. There may be occasions when work is of a sensitive or distressing nature, particularly in teams involving direct contact with customers.
22. Where the post is based within the People - Children Directorate, responsibility for promoting and safeguarding the welfare of children and young people.
23. The post is office based.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential criteria are the minimum requirement for the above post.

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Essential

Qualifications/ training/registrations	
Required by law, and/or essential to the performance of the role	
1.	Minimum of 4 GCSE's (or equivalent) at grade C or above including English and Mathematics, or equivalent ability evidenced from testing.
2.	OCR Level 3 Certificate in Text Processing (Business Professional) (or similar), or equivalent ability evidenced from testing.
Experience	
3.	Relevant and transferable positive experience in an administrative role, using computerised systems.
4.	Previous positive experience of working in a team.
Skills, abilities & knowledge	
5.	Good understanding of a range of office practices (reception, text processing, telephony, database management).
6.	Advanced understanding of a range of IT applications, including Word, Excel, Email and Internet.
7.	Good written and oral communication skills.
8.	Ability to assimilate and summarise information rapidly.
9.	Ability to organise own workload effectively, prioritising tasks and working to defined deadlines.
10.	Ability to work under pressure.
Behaviours	
11.	Respect
12.	Responsibility
13.	Recognition
14.	One Team: Collaboration
Other	
15.	Able to fulfil the travel requirements of the post (where applicable).

Desirable

Qualifications/ training/registrations	
16.	ECDL or equivalent IT qualification.
Skills, abilities & knowledge	
17.	Good understanding of the team's work area.

Approval			
Manager	Pay & Rewards	Date	May 2016