

Context statement

To accompany job description and person specification when required

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Job title: G5 BSU Administrative Assistant

Directorate/Service/Team: Place/Highways/BSU

Organisation structure

Reporting to: Senior Embedded Team Leader

Responsibility for:

- Issuing of emergency callouts within limited time frames
- Answering 'phones and dealing with emails and queries from members of the public
- Typing and sending stakeholder emails and residents letters
- Liaising with community highways officers to send enforcement letters
- Typing and sending quotations and taking payments/raising online payments
- Taking minutes at meetings
- Assisting with learning and development administration
- Providing day-to-day management of the office refreshment machines, including ordering supplies, cleaning, and restocking.
- Ordering stationery

Context of work

Highways: Within the Economic Growth and Infrastructure Directorate, the Council has a statutory obligation to maintain the highway network in accordance with the Highways Act 1980 and other related legislation. These requirements therefore place very stringent requirements on the Council, as Highway Authority, to ensure we are effectively inspecting and maintaining our highway network to a standard that does not present a hazard to the public and are permitting development and completing schemes in accordance with the legislation. The Highway service is delivered through a "mixed economy" arrangement which sees approximately 50% of the budget being delivered equally between in-house delivery teams and the private sector through strategic partnership arrangements and other framework arrangements. Operationally the service is subject to extreme levels and variances of demand through the year. Not least in times of extreme weather-related emergencies. Community based teams routinely inspect the highway, deal with public enquiries and carry out repairs within stated timescales. Failure to inspect or repair within these timescales can leave the Council exposed to Public Liability Claims.

Highways Business Support: is responsible for supporting Highways, internally and with external partners.

Who are the customers?

Although the customer is the residents of Dorset, the support team will have a customer type relationship with other stakeholders such as internal directorates, parish and town councils, other local authorities and external partners.

Who are the key people the team work with?

Highways Service Managers, directorate colleagues and external partners

Travel requirement

No significant travel requirement

Other information



The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

Context statement prepared by:			
Manager	Lisa Upward	Date	09/01/2026