

Job Description and Person Specification

Job details

Job title:	Service Support Officer – Regulatory services
Grade:	2
Reports to:	Regulatory Services Administration Team Leader
Responsible for:	N/A
Directorate and Service area:	Place and Economy / Regulatory Services

Purpose of the job

Provide service support to Regulatory Services. To understand the legal and policy requirements relating to the role and apply them accordingly. To provide advice and support to those engaging with the service. To assist officers and other agencies in relation to regulatory services matters. Ensure that all information is properly recorded on databases as required and in compliance with Data Protection requirements.

Principal responsibilities

1. Have a generic knowledge of the work of the service to be able to give advice to customers or to direct service requests appropriately to ensure that the customer receives a timely response and a good level of customer care.
2. Ensure that all documentation is processed correctly when being sent from or received into the Service, while being sensitive to the requirements of the Data Protection Act, the Freedom of Information Act and prescribed deadlines.
3. Ensure a timely and responsive support service to meet customers' needs both internal and external.
4. Undertaking any required service support functions required by the team, including (but not restricted to): managing generic email boxes; receiving service request telephone calls; managing equipment/service ordering and receipting; producing health certificates; taking meeting minutes; producing and sending routine correspondence; updating relevant databases/IT systems and managing information requests. Ensuring that complete and proper digital and physical records are maintained as appropriate relating to all work undertaken
5. Ensure that procedures and processes relating to the administration and support of Regulatory Services are followed.

6. Proactively identify with your team areas of improvement to the service which benefit the service, Authority, businesses and/or the public and take steps to implement these.
7. Work collaboratively with other teams and support the training and development of colleagues and clients

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	• 4 GCSE's or equivalent	
Experience and Knowledge	• Working knowledge of the work of Regulatory services • Proven ability to effectively and appropriately communicate with a range of stakeholders including Members, Officers, members of the public and external agencies • Effective management of competing demands and tight deadlines • Computer literate with experience of using case management systems and Office 365	• Ability to use Idox Uniform and • Resilience Direct
Ability and Skills	• Fluent in spoken and written English • Excellent verbal communication and presentation skills • Able to produce clear and concise letters for members of the public.. • Able to demonstrate skills in planning and organising • Ability to work as part of a team and manage own caseload • Self-motivated and able to work with minimum supervision	

Equal Opportunities	• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		