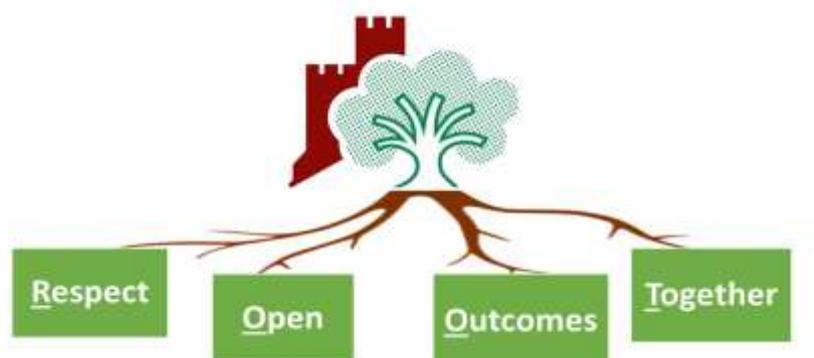


JOB DESCRIPTION

DIRECTORATE	Governance and Community Services
SERVICE	Environmental Services, Licensing and Community Safety
POST NUMBER	TBC
JOB TITLE	Business Support Officer
SALARY	Local Salary Scale 4
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Environmental Health Manager
RESPONSIBLE FOR	No supervisory responsibility
LOCATION	The post is currently based at Bexhill or Hailsham the post holder may be required to work elsewhere either temporarily or permanently within Rother and Wealden. The post is expected to work in the office and at home, according to business need.
JOB PURPOSE	To work as part of a team in the Environmental Health Department providing a professional and high standard of customer service to ensure that, where possible, enquiries are resolved when they first come into the Department.

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	To assess and resolve enquires, requests and complaints primarily via our online form and on the phone, but occasionally face to face, and if necessary, referring to an appropriate senior officer by referring them to the Duty Officer or, more usually, raising a service request.
2	To produce correspondence, reports, transcripts of audio interviews (E.g. PACE interviews) etc. To advise on revision of templates and forms when necessary.
3	To use sound judgement and take decisions within written procedures to enable the Department to respond effectively to all initial enquiries received. Give advice, send out information and signpost accurately members of the public, Council Officers and Elected Members. In addition, to record enquiry and complaint details and input all data onto the IDOX computer system and record time taken.
4	To keep up to date with organisational changes within both RDC and WDC in order to provide accurate information to customers. To take the initiative in highlighting areas of process that require updating.
5	Prepare and send out standard letters and forms in accordance with written procedures. To keep and process the replies received
6	To generate appropriate Service Request on the computer in response to contact from the public as well as deal with complaints that come through the system via online reporting portals for both RDC and WDC.
7	To provide administrative support for the service in accordance with written procedures, including when required: registering and distributing the post, maintaining staff absence records (leave and sickness), recording and transferring cheques to Finance, producing financial orders and processing the payments of invoices, requesting the creation of invoices to receive payments for the department, maintaining electronic filing systems, and responding to land search enquiries. Arrange meetings at the request of Senior Officers, book rooms, and produce the minutes of departmental meetings. Send out reminders for various licences, deal with the responses and deal with Food Hygiene Alternative Enforcement records allocated to Business Support on an annual basis.
8	Using data systems to process the full range of licensing applications, including alcohol (Temporary Event Notices), gambling, HMO and taxi licensing, skin piercing, caravan/camp site applications, Personal Licences, House to House, Street Collections, Animal Welfare Licences and Lottery Registrations. To check applications are correct before inputting data and to raise any queries with the customer. To produce final licences, plates and badges in accordance with written procedures.
9	Using technology data systems to process NOIDS and RIDDORS. Receive and deal with food registrations, export health certificate requests, dog control complaints.
10	To provide business support to Officers working in relation to the improvement of private sector housing, HMO licensing and Homeless Reduction Inspections etc, including providing advice to tenants and triaging incoming applications, and administering disabled facilities grants.
11	To assess Noise App recording, as to whether an investigation is required

12	To provide mentoring and training support to each other, new members of staff and apprentices
13	To assist and advise on the application of good equal opportunity practice with regard to all duties, to treat all colleagues and service users equally and to challenge any discriminatory practices.
14	To support Officers who are working away from the office. Including being aware of safety measures and the use of trigger words.
15	To respond to enquiries from both Customer Service Teams who may be unaware of the exact limit of the Department's legislative powers.
16	To co-operate with Managers in implementing the Council's Health and Safety Policy. The responsibilities of staff are set out in the Council's Health and Safety Manual
17	To assist the Council during emergencies by working at rest centres and control rooms, but only undertaking work which the post holder is competent to do so
18	To undertake any other duties for which the post holder is competent which the Head of Service considers necessary for the effective and efficient delivery of the Council's services

RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
Open	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
Outcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
Together	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION

Post Title	Business Support Officer	
Directorate	Governance and Community Services	
Service	Environmental Services, Licensing and Community Safety	
Grade	Local Salary Scale 4	
	Essential	Desirable
Qualifications		
At least to GCSE level in English and Maths grade C or level 4	X	
Experience		
Customer focused environment	X	
Databases	X	
Skills and Abilities		
Excellent skills in verbal and numerical reasoning	X	
Clear written and verbal communication	X	
Time management	X	
Able to deal with members of the public in a courteous and efficient manner	X	
To work under pressure, to deal with unforeseen and urgent demands	X	
To work as part of team	X	
Demonstrable IT	X	
Training		
Indication of willingness to undertake training on computer systems, customer care etc.	X	
Knowledge		
General environmental health issues or willingness to learn		X
General office administration	X	

June 2025