

Job Description



Job Title: Enviro Crime Technical Support Officer	Service Area: Public Realm		
Directorate: Environment & Sustainable Transport	Post Fusion	Number:	Evaluation Number:
Grade: S02	Date last updated:		

People at the heart of everything we do
We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services
Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent
We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To provide efficient, effective and professional support to the Public Realm Environmental Crime service. Tracking and reporting on the department's delivery against corporate commitments, service objectives, decisions, risks and issues.

To co-ordinate, monitor and report on the Public Realm Environmental Crime services delivery against the corporate delivery plan, the service plan and internal departmental business planning frameworks.

To provide flexible administrative and technical support to the Public Realm Environmental Crime Service as required. Ensuring that meetings are scheduled, that agendas are compiled and distributed and minutes and actions are taken, distributed and reported against.

To act as the point of contact to for the co-ordination of service wide corporate data and information requests and complaints to quality check and ensure that responses are sent in line with the relevant timelines.

Provide effective communications and liaison between relevant Directorates, with the Chief Executive's Office, Mayor's Office, Mayor and Members, external bodies, Members of Parliament, Government Departments, partners and other stakeholders. To maintain good relationships with the Chief Executive's Office, Mayor's Office, Mayor and Members and other officers within the Council,

Job Context

1. The postholder reports to the Enviro Crime Head of Service
2. The post holder has responsibility for supporting the smooth running of the activities of the Public Realm Enviro Crime Service. This will involve working with the management team to ensure that agendas are set, minutes and actions are recorded and chased, meetings are scheduled and that a service forward plan is in place.
3. The post holder will be required to act as the point of contact and draft, maintain, quality assure and co-ordinate a range of service wide management information tools ranging from risk/issue logs, performance data and service reports.
4. The postholder will be required to co-ordinate service wide responses to enquiries, complaints and freedom of information requests. To develop and implement a service wide process in relation to I casework responses.
5. The post holder has no direct budget responsibility but will be required to administer the creation of purchase orders, journal transfers and related processes as required.
6. The post holder will be required to minute formal meetings to a high standard.
7. The postholder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.
8. The post holder will be required to chair meetings in relation to project management, lead on the project updates co-ordinating actions and updating project trackers. Creating and maintaining financial trackers for internal funding and ensuring journal transfers are completed.
9. The post holder will be co-ordinating with other service areas obtaining information in relation to wider EST projects and will ensure that projects are on track for delivery.
10. Tracking spend and submitting claims relating to external project funding.
11. To produce milestone plans/works trackers as necessary in regards to Public Realm Service areas and ensure these are reviewed and updated as required. To ensure these documents are used to manage progress, risks and issues.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To provide professional high level administrative support to the Public Realm Head of Service for the Environmental Crime service and the wider service as required.

2. To ensure that a complex schedule and electronic diary is maintained accurately, making informed judgements based on understanding competing demands, and prioritising appointments appropriately.

3. To arrange meetings including the co-ordination of diaries, circulation of agendas/papers, accommodation bookings, refreshments and taking action notes.

4. To organise, bring forward and prepare papers and other documents for meetings.

5. To screen personal and telephone callers, redirecting calls as appropriate, taking messages and dealing with queries where possible. Log and track calls when required.

6. To deal with a range of callers in a professional and courteous manner, including dealing effectively with Councillors, MPs, Chief Officers and other senior managers.

7. To maintain and develop office management and admin systems including electronic filing, archiving arrangements, retrieving documents.

8. Ensuring that correspondence and documents are filed/scanned on a regular basis, and to dispose of documents in accordance with retention policies.

9. To personally support the Public Realm Management Team to assess the urgency of situations and effectively prioritise work including helping to manage through an action log or similar mechanism for monitoring key tasks.

10. To facilitate conferences, away days and service level events and ensure transport and accommodation arrangements have been confirmed. Develop itineraries/action plans for the events and oversee the overall running of the event. Take any actions and co-ordinate these post the event.

11. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.

12. To prepare confidential and sensitive correspondence, reports, statistical data including cabinet and committee reports and other documentation using word processing, electronic mail, desk-top publishing, spreadsheets and computerised database systems.

13. To draft a range of correspondence on behalf of the Public Realm head of Service for the Environmental crime Service, including letters, e-mails and statistical data. This may involve undertaking enquiries through web based media or other means.

14. To monitor casework/correspondence for the Service area on behalf of the Public Realm Management including MPs, Members, residents and other stakeholders. This ensures deadlines and quality checks are adhered to, as well as any Freedom of Information Requests, and includes liaising with other Directorates and officers as necessary to ensure matters are resolved quickly and effectively.

15. To prepare electronic presentations and other presentations material.

16. To maintain close contact with Members, managers, other Heads of Service/Corporate Directors, providing advice as to matters in hand, appointments and disseminating information.

17. To monitor the provision and progress of various documents, reports and other information in accordance with agreed timescales.

18. To monitor and progress chase the approval and coding of service related invoices as well as monitor and provide data on actual spend.

19. To participate in the development of quality standards and quality assurance systems and procedures in their implementation and audit.

21. To undertake specific tasks and projects directed by the Public Realm Environmental Crime Head of Service.

22. To support the Public Realm Environmental Crime business and formal procedural meetings including agenda planning and minute taking.

23. To implement and maintain electronic and other systems and databases to maximise effectiveness.

24. To build, develop and maintain good working relationships with very senior people in a wide variety of organisations and be able to deal with situations that could be sensitive and difficult.

25. Collating sensitive information for the Public Realm Management Appraisal scores, sickness and holidays and recruitment.

26. To help promote the Council's image and reputation by ensuring that the Directorate provides a professional, courteous and effective service at all times.

27. To be a team player, with the ability to work independently, have flexibility and the ability to use own initiative.

28. Creation of reports ensuring they are succinct and well structured. This will include high level reporting to the Mayor and Senior officers.

29. To liaise with the Mayor's Office and Chief Executive's Offices, keeping a log of key actions and supporting the Public Realm Environmental Crime service ensuring they are actioned by managers.

30. To undertake research and consultation and gather data for review.

31. To develop an understanding of the Council's strategic objectives in order to be able to contribute effectively to delivering the Directorate's key priorities including being proactive in identifying problems and bring important issues to the management teams attention.

32. To minute formal meetings to a high standard.

Staff Management - The post does not have direct line management accountability.

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Personal Specification



Job Title: Technical Support Officer	Service Area: Public Realm	
Directorate: Environment & Sustainable Transport	Post Number: Fusion	Evaluation Number:
Grade: SO2	Date last updated:	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none"> Knowledge of the role of providing executive support and the types of support a senior management team might expect Detailed working knowledge of Microsoft office package including Word, Excel, Power Point and use of internet 	Application and Interview

<ul style="list-style-type: none"> • Knowledge of customer care • Knowledge of performance management procedures and how to support staff. • Knowledge of the Council's strategic objectives and how the Council is delivering through each Directorate these key priorities. 	
<p>EDUCATION/QUALIFICATIONS</p> <ul style="list-style-type: none"> • Appropriate administrative qualification or equivalent level of attainment which may be work- based rather than academic 	Application Form
<p>SKILLS AND ABILITIES:</p> <p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Co-ordinating the completion of reports and briefing documents • Co-ordinating and tracking the delivery of objectives against defined plans • Supporting a management team across a diverse range of different services areas • Drafting responses to complex complaints and enquiries • Experience of creating, developing and implementing office systems and procedures • Detailed experience of using Microsoft office packages • Experience of dealing effectively with customers face to face and on the telephone • Experience of organising meetings including agenda management and taking minutes. • Experience of maintaining complex diaries • Experience of managing senior level meetings and contributing effectively to their running and delivery of priorities. 	Application and Interview