

Job Description

1. Job Title	Support Officer (PSEG)
Service Area	Economy & Culture
Service	Place Shaping & Economic Growth
Team	Service Improvement, Development & Support (IDS)
Date prepared/Revised by	October 19 – Service Improvement & Development Manager
Post accountable to	Support Supervisor (PSEG)
Post directly responsible for employees (number of workers)	Direct supervision: 0 Indirect supervision: 0
2. Main Purpose	Works within a team providing a wide range of specialist support services across the whole of the Place Shaping & Economic Growth(PSEG) service, to ensure efficient, effective and compliant service delivery. Undertakes work across a diverse range of back office and ‘front of house’ support services within a busy customer-facing environment including but not limited to Planning, Building Control, Land Charges, Strategic Property and Economy & Transport.
3. Key Contacts	Internal: Members, Head of Service, Senior Managers, Colleagues in and out of the service External: Residents, applicants, consultees, Agents, suppliers, Government Agencies, Tenants, Businesses, Community Groups
4. Main Accountabilities	<ol style="list-style-type: none"> 1. Provide a wide and diverse range of back-office operational support across the five strategic work-streams in the PSEG service 2. Provide ‘front of house’ office services to tenants and customers at Conyngham Hall Business Centre. 3. Play a proactive role in delivering the Place-shaping & Economic Growth Service vision and demonstrating a ‘One Council’ approach
5. Standard Accountability Statements	<p>Health and Safety: You are required to comply with the council’s Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues a work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the council’s Health and Safety Policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.</p> <p>Equality and Diversity: The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.</p> <p>Learning and Personal Development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up-to-date records of achievement and attendance as required. The post holder must undertake the learning and development identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.</p> <p>Data Security: Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the authority.</p> <p>Safeguarding Policy and Procedures The post holder will adhere to all the Council’s Safeguarding Policy and Procedures.</p>

6	Job Activities Main duties and responsibilities relating to accountabilities identified above
6.1	<u>Provide a wide and diverse range of back-office support across the five strategic workstreams in the PSEG Service</u>
6.1.1	Receives, captures and processes a wide variety of information, cases and data – including personal and financial information, using a wide diverserange of service and corporate information systems, across the full range of PSEG service responsibilities.
6.1.2	Collates background/supporting information to allow decisions to be made on a wide variety of applications/submissions – for example property histories or spatial constraints.
6.1.3	Assists in the setting up and carrying out of external consultations and stakeholder liaison meetings – for example for Local Plan proposals, Economy & Transport projects.
6.1.4	Deal with customer enquiries in a proactive manner, advising on the wide range of services offered, information requirements and procedures.
6.1.5	Ensures published information adheres to General Data Protection Regulations and associated legislations.
6.1.6	Manages bookings for use of space at properties managed by the service; including Conyngham Hall Business Centre, Knaresborough House, Ripon Town Hall.
6.1.7	Co-ordinates arrangements for external meetings, including venue booking, liaising with attendees and agendas - for example customer/stakeholder forums, Planning Appeal Hearings.
6.1.8	Undertakes a variety of operational and administrative tasks to support the implementation of service priorities.
6.2	<u>Front office services to tenants and customers at Conyngham Hall Business Centre</u>
6.2.1	Provides services to tenants and customers at Conyngham Hall Business Centre; including but not limited to ‘front of house’ reception services, telephone services, postal services, business services and event services.
6.2.2	Works flexibly as part of the Service Improvement, Development &Support team to ensure the smooth and efficient running of Conyngham Hall Business Centre.
6.3	<u>Play a proactive role in delivering the Place-shaping & Economic Growth Service vision and demonstrating a ‘One Council’ approach</u>
6.3.1	Work with colleagues to build relationships and understanding across the service and the wider Council; supporting each other to deliver excellent cross-service communication and corporate priorities in line with a shared ‘one team’ vision.
6.3.2	Take responsibility for own work, performance, development and behaviours; using own initiative to ensure that expectations are met for the benefit of the council, our customers and our colleagues.

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| 6.3.3 | Strive to deliver excellent customer service at all times, by demonstrating a customer focussed attitude as well as commercial awareness. |
| 6.3.4 | Contribute to service improvement work and look for opportunities to continuously improve own performance. |
| 6.3.5 | Keep up to date with developments and achievements within the service and wider council, seeking opportunities to share knowledge & skills, celebrate success and to learn & improve. |
| 6.3.6 | Undertake any other duties commensurate with the post/grade as directed by your manager or any member of the Service Leadership Team. |