**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Operational Support Officer | **Grade**:Scale 5 – 6 |
| **Section:** Finance and Support | **Directorate:** Environment and Community Services |
| **Responsible to following manager:**  Leandro Da Silva Sudario / Emma Hurley | **Responsible for following staff:** N/A |
| **Post Number/s: TBA** | **Last review date:** October 2023 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

Responsible to a Support Supervisor, working as part of a team responsible for providing a range of technical and administrative support functions for Operational Services within the Highway Operations and Street Scene & the DSO (Direct Services Organisation)

**Specific Duties and Responsibilities:**

1. Undertakes technical, administrative, financial support functions & general office administration for the above areas including responding to general telephone enquiries, invoicing, and collecting income.
2. Interrogates IT systems such as: ROCC / Confirm / Integra for reports, enquiries, and logging data accurately in accordance with the relevant departments requirements.
3. Financial reconciliation of data and documents for payment of invoices to third party suppliers and contractors.
4. Ensures that all work undertaken complies with work practices and established procedures.
5. Deals with routine correspondence, telephone and email enquiries from other departments, members of the public, contractors, suppliers and other statutory bodies and local authorities as requested.
6. Undertakes routine analysis of management information, including monitoring of hours worked, outstanding job orders, invoices and providing the management team with information as required.
7. Producing Enforcement Letters and Notices including Fixed Penalty Notices (FPN’s) and Penalty Charge Notices (PCN’s) for Inspectors, including keeping a log, and filing documentation.
8. May be required to assist in processing Abandoned Vehicles, including attachment of photos to the system, maintains quarterly and annual statistics. Produces enforcement and inspection letters, notices & documentation.
9. May be given a specific area of responsibility, e.g., technical, financial & administrative support for a particular group within the team reporting the group supervisor.
10. Maintains an up-to-date knowledge of all legislation which is relevant in the team and liaises with the Support Supervisors regarding complex queries.
11. Undertakes additional duties which may include secretarial assistance to senior managers, arranging meetings, pursuing debts, completing returns and supervision filing and / or professional technical work of a complex nature. Minute taking at meetings and distribution. Organises and collates documents for presentation to senior management.
12. Provides necessary supporting documentation and assists with the recovery of income for Highways Operations and the DSO (Direct Services Organisation) for areas which include Fixed Penalty notices, Highway Licences, Maintenance & Highway Repairs invoicing.
13. Processing a high volume of varied Highway Licences, such as: Scaffold, Skips, Material, Hoarding & Plant, and supporting the Inspection & Enforcement teams to achieve strict deadlines.
14. Responds to requests relating to a range of highways status information and the use of the highway from other departments in the Council and external enquiries.
15. Updating information with variation requests and statuses on system Orders raised to the DSO (Direct Services Organisation) in relation to Footway & Carriageway works, Housing Repairs
16. Provides Insurance Team with following documentation: records of highway safety inspections for the relevant site; maintenance records including independent contractor information; records of other accidents at the relevant site; and records of complaint about the state of the highway.
17. Undertakes any other duties within the general scope of the post as required by the Finance and Systems Manager.

Additional duties for Scale 6

1. Responsible for maintaining all the security requirements for the team, archiving and the production of monthly statistics as directed by the Finance and Systems Manager.
2. Undertakes more complex analysis of management information, including report building, presentation of information to management.
3. Responsible for leading specific work areas e.g. leading on a project involving a number of team members, for the development and management of specific administrative or information systems in these areas, and for training other staff on these systems.
4. May be required to supervise more junior and temporary staff as required. Provides and / or arranges training for these staff or staff elsewhere in the Council relating to areas of responsibility.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

May be required across both sites i.e. Richmond and Wandsworth.

**Person Specification**

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| **Job Title:** Operational Support Officer | **Grade**: Scale 5 – 6 |
| **Section:** Finance and Support | **Directorate:** Environment and Community Services |
| **Responsible to following manager:** Operational Support SupervisorSenior Operational Support Officer | **Responsible for following staff:** N/A |
| **Post Number/s: TBA** | **Last review date:** October 2023 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being Open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being Supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being Positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A/I/T/C** **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** |
| Understanding of designing spreadsheets and using them for analysis and reporting |  |  | **I**  |
| Working knowledge of reviewing and maintaining record keeping systems and processes |  |  | **I** |
| Knowledge of how to maintain accurate financial records and follow financial business procedures |  |  | **A/I** |
| Good working knowledge with using Microsoft applications such as Excel, Outlook, word & powerpoint. |  |  |  |
| Working knowledge of appropriate bespoke computer systems operated in the team, e.g.  |  |  | **I** |
| **Experience** |  |  |  |
| Proven experience of responding to Member enquiries |  |  | **I**  |
| Experience of undertaking financial calculations including reconciliations |  |  | **A/I** |
| Effective oral and written communication skills to interact with members of the public, staff and senior management |  |  | **I** |
| Experience of using an accounting software system to input transactions and generate reports |  |  | **A/I** |
| Experience of effectively organising and managing own workload with minimal supervision |  |  | **I** |
| Experience of interrogating computer systems for statistical information |  |  | **I** |
| Experience of successfully adopting and implementing change |  |  | **I** |
| Experience of being flexible and adaptable to meet the business needs |  |  | **I** |
| Experience of being an effective team player |  |  | **I** |
|  |  |  |  |
| **Skills**  |
| Ability to work independently using own initiative |  |  | **I** |
| Ability to produce accurate work particularly when dealing with tasks simultaneously |  |  | **I** |
| Ability to interrogate computer systems and produce management reports |  |  | **I** |
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**A – Application form**

**I – Interview**

**T – Test**

**C – Certificate**