



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Service Support Officer – Contracts & Leisure	Grade: SO2
Section: Culture & Leisure	Directorate: Environment & Community Services (ECS)
Responsible to following manager: Assistant Director – Culture and Leisure	Responsible for following staff: N/A
Post Number/s:	Last review date: 01/10/2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

Providing comprehensive administrative, system and support services to the teams reporting to the Assistant Director – Culture & Leisure. Currently these are Arts, Parks & Events, Leisure & Contracts, Transformation. The postholder will support the efficient and effective delivery of our facilities and services, working closely with internal departments, senior staff, Councillors, and external partners.

Key responsibilities include directly supporting the Assistant Director – Culture & Leisure (AD) and their Heads of Service. Key responsibilities include supporting on recruitment for the service, managing the forward planner, ensuring internal governance procedures are followed and collating management information.

Specific Duties and Responsibilities

1. Provide high quality, comprehensive administrative and system support for the AD Culture and Leisure and Service Heads as required.
2. Maintain records of relevant management data, activity tracking and reporting gateways.
3. Responsibility for employee and customer liaison activities, including the issuing of correspondence, instruction and guidance, to assist in the satisfactory delivery of services.
4. Facilitate reporting of key service functions, e.g. Data Protection, Annual Leave, Equalities Monitoring) and to be responsible for the collection and analysis of specific service data and production of reports to identify and summarise findings.
5. Lead on the co-ordination of Culture & Leisure Customer Feedback and Complaints Monitoring, providing advice and support as required and ensuring appropriate feedback is provided.
6. Maintaining accurate records, ensuring corporate procedures and timelines are followed and submitting reports to the AD and Service Heads.
7. Attend offices and sites across both Richmond & Wandsworth to provide on-site administration, support and training where required.
8. Provide administration support to the management team and working with wider corporate services to improve practice where possible.
9. Responsible for raising Requisitions (Purchase Orders) and Invoices. Approving goods/services for payment as appropriate. Initiating set up of new vendors as



required and monitoring payments.

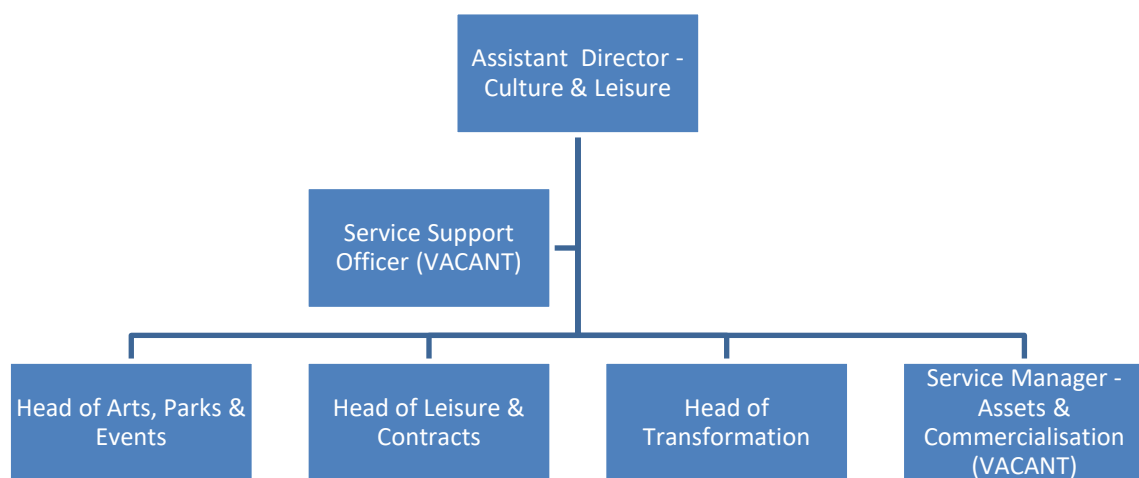
10. Responsible for the co-ordination of recruitment of staff (i.e. gaining vacancy control permissions, advertising, shortlisting, interviewing, appointments, pre-employment checking) and ensuring adherence with the Corporate Recruitment and Selection Procedures and the Diversity and Equality in Employment Policy.
11. Lead on the co-ordination of all staff onboarding to ensure that new starters are recruited in line with agreed timescales and welcomed into the organisation effectively.
12. Provide support with formal correspondence, meeting arrangements, note taking and office availability.
13. To manage the Culture & Leisure team Annual Leave, recording approved leave, ensuring compliance with BSP Annual Leave Terms and Conditions of Service.
14. Monitoring the usage and feedback on relevant service webpages to ensure they are adding value to the public and remain up to date.
15. Support continuous improvement initiatives across Culture & Leisure to help ensure staff are using the digital tools and applications effectively.
16. To Support the Heads of Service in the development and monitoring of key reporting systems and co-ordinate the production of strategic quarterly reports to monitor service progress against key performance indicators.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- 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.

Team structure





Person Specification

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THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Ability to demonstrate an understanding of good Equality & Diversity and Customer Care practice.	E		A/I
Ability to support colleagues learn new productivity skills	E		A/I
Understanding of how Local Government works and the pressures it is facing		D	A/I
Understanding of the Culture & Leisure industry.		D	A/I
Understanding of the areas we serve		D	A/I
Experience	Essential	Desirable	Assessed
Experience of supporting the development and content management of websites.		D	A
Excellent IT skills (in particular experience of MS Office packages, Adobe Acrobat and productivity tools).	E		A
Experience of recruitment and selection.	E		A/I
Minimum of 2 years' experience of working in an administrative capacity supporting staff at a senior level.		D	A/I
Experience of developing and maintaining record keeping systems and processes.	E		A/I
Experience of accurately recording and inputting data within agreed timescales.	E		A/I
Experience of data protection issues and client confidentiality.		D	A/I
Experience of utilising a wide range of statistical techniques to analyse and present complex data in an appropriate way		D	A
Experience of accountancy software, iTrent or equivalent (training will be given).		D	A
Experience of web editing and/or knowledge of WCAG (Web Content Accessibility Guidelines).		D	A
Skills	Essential	Desirable	Assessed
Ability to communicate clearly, diplomatically and effectively (both oral and written) with a diverse range of individuals, demonstrating a high standard of grammatical English.	E		A/I



Strong organisational abilities, including ability to self-manage competing priorities and adapt on a daily basis.	E		A/I
Ability to work independently and as a flexible team member using own initiative.	E		A
Ability to research, analyse and produce reports for management use.		D	A
Qualifications	Essential	Desirable	Assessed
Grade C or above in GCSE Maths and English or equivalent to enable letter/report writing and analysis of statistical information.	E		A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate