# East Herts LogoJOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

**Job title:**  Corporate Support Officer
**Reports to:** Corporate Support Hub Supervisor
**Team:** Corporate Support Hub
**Grade:** Grade 4
**Last updated:** October 2024

## Job Summary

## A Corporate Support Officer is a vital asset to the smooth running of the council, as they carry out a diverse array of tasks that contribute to the seamless functioning of administrative and operational activities. Their duties include managing office supplies and equipment, providing administrative support, supporting projects, and coordinating office operations.

## Key Tasks

**Operational Responsibilities – these are core responsibilities tasks will be allocated and the postholder will be accountable for allocated tasks.**

* Specialised Administrative Tasks
* Technical Administration Under Supervision
* General Office Operations and Management
* Application Processing and Financial Responsibilities
* Policy Development and Stakeholder Engagement
* Database Management and Analysis
* Meeting and Project Coordination
* Service Development and ICT Support
* Compliance, Quality Assurance, and Problem Resolution
* Contribution to Service Development and Process Mapping

### Team Working Responsibilities

* **Prioritising tasks & teamwork:** Work closely with other team members, including project managers and other stakeholders.
* **Communication & knowledge sharing:** Ensure that communication channels are clear and accessible to all team members.
* **Support and empowerment:** Provide support and resources to team members to help them achieve their goals.
* **Respect and diversity, positive team culture:** Recognise and value the diversity of perspectives and experiences within the team. Create a positive team culture that promotes collaboration, innovation, and excellence.

### Communication

* **Active listening:** Pay full attention to what the speaker is saying, ask clarifying questions, and provide feedback to ensure understanding.
* **Clarity and concision:** Communicate clearly and concisely to ensure that the message is understood by the intended audience.
* **Professionalism:** Maintain a professional demeanour, use appropriate language, and adhere to workplace etiquette when communicating with internal and external stakeholders.
* **Empathy:** Understand the perspectives and needs of others to build strong working relationships and provide excellent customer service.
* **Flexibility and adaptability:** Adjust communication style and approach to suit the needs of different stakeholders for effective communication.
* **Timeliness and responsiveness:** Respond promptly to inquiries and provide timely updates to build trust and maintain good relationships.
* **Written communication:** Demonstrate strong written communication skills, including proper grammar and punctuation, when drafting emails, reports, and other documents.

### Financial / Budgetary Responsibilities

* **Purchase and Procurement:** Create purchase orders on behalf of services and ensure that they are managed in line with the council’s procurement processes.
* **Invoicing and Payments:** Create and manage invoices, process payments, and maintain accurate financial records, ensuring that all invoices are paid on time and that there are no discrepancies in the financial records.

### Other

* **Contribute the development of the corporate support hub:** A corporate support officer must possess analytical skills, problem-solving skills, attention to detail, and adaptability and flexibility to contribute to the development of the corporate support hub through identification of service improvements, problem-solving, ongoing training, personal development, and effective liaison with other service areas.
* **Safeguarding:** Ensure awareness of the council’s Safeguarding Policy and take a proactive approach to always ensure the safeguarding of residents.

****

# PERSON SPECIFICATION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

**Job title:**  Corporate Support Officer
**Reports to:** Corporate Support Hub Supervisor
**Team:** Corporate Support Hub
**Grade:** Grade 4
**Last updated:** 05/10/2023

We want the postholder to be able to demonstrate the following competencies to a prominent level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

|  |  |
| --- | --- |
| Personal effectivenessAnalyticalPeople managementCommunicationManaging relationships | Customer focusExternal and commercial awareness\*Management of resources\* |

## Key Criteria

**Qualifications and Experience**

* Require a good standard of English and Maths
* Experience of working as an administrative assistant, corporate support officer, or related role
* Experience of communicating in a range of ways i.e., letter, email, telephone with a range of contacts (internal and external)
* Experience of resolving issues by telephone or in writing where appropriate
* Experience of raising purchase orders and invoice processing.
* Experience in using Microsoft Office 365 including Word to create letters, Excel to analyse data create charts and PowerPoint to develop presentations.
* Experience of using IT systems to manage customer outcomes. including by not limited to Customer Relationship management and invoicing and payments systems.

**Specialist knowledge and skills required for this role**

* Proven record of accomplishment of delivering successful outcomes for internal and external customers
* Ability to foster good working relationships with colleges and customers.
* Excellent written and verbal communication skills.
* Strong organisational and time management skills
* Excellent attention to detail and accuracy skills
* Ability to multitask and prioritise tasks effectively.
* Ability to meet deadlines and priorities workloads.
* Excellent problem-solving and critical thinking skills
* Ability to work independently and as part of a team.
* Knowledge of office management systems and procedures
* Ability to handle sensitive and confidential information appropriately.
* Enthusiastic and flexible approach to work
* Proactive approach to continuous personal development

**Council specific requirements**

* Assistance with the Council’s Emergency Planning and Business Continuity incidents procedures as directed.
* Abide by all the Council’s policies including but not limited to the Equality Policy which seeks to promote equality and diversity in East Hertfordshire
* The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects its staff to understand Safeguarding and to share this commitment.
* The post holder must comply with all the Councils' standards and mandatory training to ensure that we are working safely and ensuring our own health is not being put at risk.
* Ability to work flexibly where service demands require this may include attending Council evening meetings and events.
* Able to travel to occasional external meetings and events.
* Understanding of GDPR (General Data Protection Regulation) principles