



Cumberland Council

Post Specification

Date	21 March 2023
Post Group Number	7652
Post Title	Senior Business Support – Environmental Health
Job Family	Business Support
Job Family Role Profile	BS8
Final Grade	8

To be read in conjunction with the job family role profile

Service Area description

Environmental Health Team
Responsible to the Senior Manager – Environmental Health

Purpose of this post

To provide a wide range of technical and administrative support duties to the professional officers of Environmental Health

Key job specific accountabilities

- To provide technical and administration support for the services within Environmental Health and Housing.
- To assist in the processing of enquiries, complaints and applications, advise customers accordingly by telephone, face to face, email, written communication, website and social media.
- To act as point of contact for others within Business Support providing technical advice and guidance on Environmental Health processes contained within the Data Management System
- To support in the development of the performance monitoring system within ARCUS.
- To support the service on all transitional work moving into the new Cumberland Authority.
- Play a key role in the development and delivery of projects and initiatives as directed by the managers within the service
- To work collaboratively with colleagues within the service area or external partners/agencies.
- To develop, use and update manual and computer systems, including specialist systems, and processes within the service to ensure a high level of accuracy of information is maintained and to actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working
- To assist with the raising of invoices in accordance with financial regulations. Assist budget holders with the general accounting function of the service as required.
- To assist with the processing and monitoring of payments made to and from the Service, including contacting clients and raising invoices in relation to debt recovery.
- To carry out research, analysis and compilation of information as requested by the managers and officers within the services.

- To assist with Government returns through the collation of information and ensure accurate and up to date information is available including review and performance management information required internally and by statutory bodies.
- To support Managers, Officers in the delivery of their duties including cover during sickness and annual leave.
- To undertake other duties and responsibilities within the professional competence of the postholder as directed by the Manager – Environmental Health

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	•
Staff Management Responsibilities	• None
Other	•

Essential Criteria - Qualifications, knowledge, experience and expertise

- Experience of providing Environmental Health Services functions
- Ability to extract and interpret data from services ICT system
- Clear verbal and written communication skills
- Wanting to get stuff done, a clear delivery focus that uses self-motivation
- Ability to work on own initiative and as part of a team
- Experience of dealing with people both internal and external
- Ability to provide support and guidance to team
- Experience of working in an office environment
- Ability to work methodically and accurately with statistics and financial records
- Excellent administrative, organisational and IT skills
- Ability to effectively handle sensitive and confidential information
- To do what's needed, when it's needed
- Extended relevant working experience

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	
Physical Demands	
Working Conditions	
Other Factors	• •