

## **JOB DESCRIPTION**

**Department:** Green Infrastructure

**Location:** Boroughwide

**Team:** Community and Resource Team

**Post No.**

**Post:** Information and Technical Assistant x3

**JE No.**

**Grade:** E (Indicative)

---

**Responsible to:** Information and Technical Officer

**Responsible for:** There are no direct reports

---

### **Job Purpose:**

To provide business and administration support across the Green Infrastructure service

To support the effective administration and maintenance of information and systems used by the Green Infrastructure Service, helping to ensure that the functions of the service operates effectively and that data management resources are maintained correctly.

To act as an ambassador for the Green Infrastructure Service and Sefton Council

### **Main Duties and Responsibilities:**

The post holder will be required to:

1. Support the Technical and Information Officer in operating all technical support functions for the service
2. Provide direct and indirect business support to the service including administration, including call handling, correspondence processing and face to face customer office contact.
3. Undertake financial activities such as cash handling, preparing orders, preparing invoices for payment and accounting for expenditure from service budgets.
4. Support the delivery of the Data Management Strategy and other services strategies that are required to deliver Green Infrastructure Service.

5. Provide initial response to customer enquires, including corporate complaints and Freedom of Information Act queries and to log such activity using the Councils software programmes.
6. To assist in the processing of Fixed Penalty Notices
7. To maintain effective systems that are in place to support the service, including maintaining and revising allotment tenant records, managing allotment waiting lists and administering the offer of allotment plots and (e.g issuing tenancy agreements), and other leases, licences and legal agreements.
8. Handle customer queries and process responses to those queries including invoices for services provided.
9. To assist in the analysis of service data for reports.
10. Undertake compliance activity ranging from advising members of the public through to enforcement action.

### **Team Service Description:**

Green infrastructure provides our communities with a clean, green Borough (including parks and greenspaces, trees and woodlands, play and recreational facilities, and our coast and countryside, which include specially protected sites) to the benefit of residents, visitors, investors, and nature.

The team focuses on the interactions with the public both as users of services and provides the delivery of information and technical functions to deliver results.

Supported by the Development Team it identifies, develops and delivers strategies and plans which lead to improvements to Green Infrastructure to contribute to the service outcomes and vision above. It delivers continuous improvement to develop the most effective, efficient and customer focused service including development of commercial opportunities relating to the use of its assets.

### **To Deliver the following Outcomes:**

- An efficient, effective and customer focussed service
- Support the optimisation of benefits from this service area
- Support the management and development of our green infrastructure to deliver benefits for people, place and nature

### **Linkages:**

To deliver the outcomes for your role and your team, and to contribute to the delivery of Council outcomes, you will be expected to work with other teams within the Green Infrastructure Service, other corporate departments, outside agencies and partners and members of the public. Some of the critical relationships for your post include:

The post holder will have contact with all officers within the Green Infrastructure Service given the role supports all technical and administrative functions within the service and it will also require liaison and contact with services throughout the Council.

The post holder will have dealings with a wide range of stakeholders including customers who are users of our recreational services (e.g. all visitors to our facilities, fishermen, allotments tenants, sports users etc).

This does not represent an exhaustive list.

**Qualifications and Experience:**

See Person Specification.

**Organisation Chart:**

See attached.

**Special Conditions:**

Working weekends, evenings and Bank Holidays may be a requirement of this role

A flexi time and time in lieu system is in place to accommodate out of hours working.

**General:**

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The post holder will be expected to comply, observe and promote the equal opportunities of the Council.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

All members of staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information may be involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to the Data Protection Act.

Undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Prepared By:**

**Designation:**

**Date:**

## **PERSON SPECIFICATION**

Post: Information and Technical Assistant Post No.

Department: Green Infrastructure

Team: Community & Resource

Personal Attributes Required (considerations)	Essential (E) Or Desirable (D)	Method of Assessment (suggested)
<b><u>QUALIFICATIONS/TRAINING</u></b>		
Business Administration Qualification at level 2 or equivalent	(D)	AF/C
Other relevant qualifications (in finance, personnel, European Computer Driving Licence etc)	(D)	AF/C

<p><i>EXPERIENCE</i></p> <p>Evidenced/demonstrable experience in business and office support role</p> <p>Experience of operating software programmes and systems that support the use of facilities and resources</p> <p>Experience of accounting for budgets</p>	<p>(E)</p> <p>(D)</p> <p>(E)</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p><b>SKILLS/KNOWLEDGE/APTITUDES</b></p> <p>Knowledge - Procedural knowledge in business management and office support.</p> <p>Knowledge of associated organisational policies, practices and procedures</p> <p>Literacy and numeracy skills are required.</p> <p>Knowledge and skills in the use of GIS</p> <p>Ability to prioritise own workload and meet deadlines.</p> <p>Ability to deal with members of the public applying sensitivity and diplomacy.</p> <p>The ability to exchange orally or in writing varied information with a range of audiences</p> <p>The work involves handling and processing of manual or computerised information, where care, accuracy, confidentiality and security are important and ordering, or stock control of, a limited range of supplies.</p> <p>Working within recognised procedures, which leave some room for initiative. The work may involve responding independently to unexpected problems and situations. The jobholder generally has access to a supervisor/manager for advice and guidance on unusual or difficult problems.</p> <p>A flexible approach and willingness to work in other office bases as and when required.</p>	<p>(E)</p> <p>(D)</p> <p>(E)</p> <p>(D)</p> <p>(E)</p> <p>(E)</p> <p>(E)</p> <p>(D)</p> <p>(D)</p> <p>(D)</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I/T</p> <p>AF/I</p> <p>AF/I</p>
<p><i>SPECIAL REQUIREMENTS</i></p> <p>The post holder may be required to participate in the emergency plan</p>	<p>(E)</p>	<p>AF/I</p>

Potential for exposure to disagreeable, unpleasant or hazardous environmental working conditions or people related behaviour.	(E)	AF/I
---	-----	------

*Prepared by:*

AF = Application Form

C = Certificate

I = Interview

T = Test

P = Presentation

*Date:*