



Job Outline

Communities and Environment Directorate

Job Title	Streetscene Administration Officer	Post Number	
Responsible to	Streetscene Operational Managers	ERYC Grade	05

Overall Purpose: To supervise Support Services Assistants and provide administrative and clerical duties.

Principal Accountabilities

1.	Supervision and management of Streetscene Administration Assistants and deputising for the Streetscene Project Development Officer in case of absence.
2.	Responsibility for specific and dedicated administrative processes and duties, including checking, verification and authorisation of administrative processes – processing data or information – management of the input, monitoring and reporting of outputs.
3.	Responsible for system administration and maintenance of manual and computer systems.
4.	Assisting Streetscene Operational Managers with initiatives and projects – investigation and fact-finding, providing reports and statistical information.
5.	Responsible for the compliance of financial regulations in respect of procurement, fees and charges, reconciliation of income, cash, banking and petty cash for the respective Service areas.
6.	Providing support and undertaking tasks in relation to personnel related functions, processes and systems – undertaking recruitment and selection procedures, staff details, allowances, sickness and annual leave.
7.	To be responsible for Training Coordination – to Streetscene Services, carrying out appropriate functions relevant to that specific role.
8.	Providing advice and guidance to customers on Administrative matters or issues relating to respective Service areas.
9.	Liaise with senior operational or professional officers of the Council, associated stakeholders and customers.
10.	Any other duties and tasks associated with supporting Streetscene Services appropriate to the grade of the post and level of responsibility.
11.	In this role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 42 of the Immigration Act 2016.

	<p>The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.</p>
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Employee Specification

Post Title: Streetscene Administration Officer

ERYC Grade: 5

Essential Criteria

- Demonstrates acceptable standards in English and Maths.
- Understands and follows policies and procedures.
- Able and willing to undertake relevant training.
- Makes customers feel valued and listens carefully to understand what they want and expect.
- Clearly explains what can be done.
- Tactfully explains what cannot be done and why.
- Ensures that the customer is kept informed of progress.
- Uses customer feedback to improve service.
- Able to use English confidently to fulfil all spoken aspects of the role.
- Assertive and aware of the effect they have on others.
- Provides clear direction and checks understanding.
- Tactful, diplomatic and a good negotiator.
- Builds trust and positive relationships.
- Sensitive to the needs and views of others and adapts accordingly.
- Communicates difficult information in a positive manner.
- Ensures that confidentiality is maintained at all times, in compliance with Data Protection requirements.
- Has high personal standards and delivers what is expected.
- Takes ownership of tasks and makes appropriate decisions.
- Allocates and uses resources effectively.
- Sees when change is needed and adapts to resolve problems.
- Can work on own initiative and is proactive.
- Is honest, trustworthy and professional.
- Builds good relationships both with customers and colleagues.



- Acknowledges the contribution others make to the team and encourages active participation.
- Works with others within and across teams to achieve objectives.
- Supports others and is not afraid to seek support when necessary.
- Recognises the importance of keeping managers informed of potential issues.
- Agrees clear, but achievable targets.
- Can delegate appropriately to allow others to take responsibility for delivery.
- Monitors individual and team performance.
- Provides guidance and encouragement and can both give and receive constructive feedback.
- Addresses development needs (self and others).
- Manages time and workload effectively.
- Remains calm under pressure and learns from experience.
- Confident in own ability and helps others to be more confident.
- Can see when change is necessary and suggest improvements.
- Quick to adapt and change as required.
- Can clearly explain the need for change and help others to see it too.
- Quick to learn new systems.
- Can see how IT can improve working processes and can explain it to others.
- Help others to improve their IT skills.

Desirable Criteria

- Experience of working in an office/business environment or Local Government.
- Specific qualifications/knowledge/experience relevant to the role.
- Experience of successfully handling difficult customers.
- Experience of using customer feedback to make an improvement.
- Experience of dealing with confidential/sensitive information and issues.
- Works hard to exceed what is expected of them.
- Can see the potential wider impact of their decisions.
- Has successfully achieved objectives.
- Has successfully supervised others.



- Has successfully improved their own performance or that of others.
- Has helped to implement a successful change process.
- Experience of improving a process through use of IT.
- Experience of improving IT skills in others.