



Role Profile

Job Title: Service Support Officer	Role Profile Number: SBC-11660
Grade: L	Date Prepared: September 2022
Directorate/Group: Operations	Reporting to: Trees, Grounds and Country Park Manager
Structure Chart attached:	Yes

Job Purpose

- To work as part of the Trees, Grounds and Country Parks service by providing effective and coordinated support in delivering a planned operational delivery schedule, focusing on long term performance improvements and improved customer experience in line with strategic and local policies and plans.

Key Accountabilities

- To be the main point of contact for all queries into the Trees, Grounds and Country Parks service, coordinating all enquiries from JADU, members of the public and Elected Councillors and Members of Parliament.
- Ensure all records, both electronic and hard copy are kept up to date, in accordance with relevant legislation, providing an audit trail for statutory maintenance activities.
- Manage the collation of information and data for the purposes of reporting, repudiating insurance claims against the council and performance analysis and improvement.
- Provide verbal and written reports to the Trees, Grounds and Country Parks Manager detailing volume of works and activities carried out using Asset Management Software and other IT tools.
- Coordinate all claims of land encroachments, ensuring all relevant historic details are collated and shared with the encroachment team and legal services.
- Work closely with internal and external accounts department to ensure invoices and payments are processed in line with Council procedures and policies.
- Have good problem solving skills to enable resolution before escalation to management.

- To carry out any other duties which fall within the broad spirit, scope and purpose of this job description.
- This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances.
- Liaise directly with professional advisors or others, with local and statutory authorities and undertakers in connection with public rights of way, services, maintenance of listed and other parkland structures, maintenance and monitoring of lake condition, equipment planting and structures, to ensure compliance with statutory and other requirements.

Supplementary Accountabilities

- To deputise for the Trees, Grounds and Country Parks Manager when required.
- Deliver oral and written reports to Operational Meetings and Senior Management when required.
- Build relationships with Parish Councils and internal Council departments to promote partnership working and to provide a seamless service for the residents of Swindon.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum –

- Proven experience in a similar role.
- Educated to GCSE level C or equivalent through work experience or training.
- Knowledge and practical experience of using ICT as an analytical and management tool.
- The ability to work within tight deadlines and conflicting demands.
- Self-motivated
- Ability to work in partnership across teams, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.

Qualifications

- GCSE Grade c and above

Decision Making

- The role requires decisions to be made daily on prioritising work within the guidelines of relevant departmental policies.

Creativity and Innovation

Contributing to efficiency and productivity discussions to improve the performance of the teams

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Insurance inspections and repudiations <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Work scheduling. • Encroachment inspections • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No -</p> <p>Personal IT equipment Office hardware</p>
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Contacts and Relationships

The role includes writing reports, producing letters and completing forms. Verbal communication with other staff and volunteers, talking to the public and contractors/advisors. Also other council employees including senior managers.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of

Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

Occasional verbal abuse and aggression from people is to be expected.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	