

JOB DESCRIPTION

Job Title	Senior Business Support Officer (Regs)		
Directorate	Regulatory and Operational		
Reporting to	Regulatory Business Support Manager		
Grade	13		
Evaluation ref:	TR0157	Job ref:	Family
Role purpose			
<p>The Senior Case & Management Support Officer (Regs) plays a pivotal role within the Regulatory and Operations directorate, providing high-level administrative and operational support to ensure the smooth functioning of regulatory activities.</p> <p>They will provide supervision, mentoring and support to a team of Case and Management Support Officers acting as first point of escalation.</p> <p>Reporting to the Regulatory Business Support Manager, this role is responsible for coordinating and managing various business support functions, including data management, compliance monitoring, budget monitoring and process improvement initiatives. The post holder acts as a key liaison between different departments, facilitating effective communication and collaboration to achieve regulatory objectives.</p> <p>This role requires a proactive approach to problem-solving, a keen eye for detail, and the ability to manage multiple tasks simultaneously. The post holder will contribute to the development and implementation of efficient business processes, ensuring compliance with regulatory standards and enhancing overall operational efficiency.</p>			
Responsibilities			
<p>Work as part of a multi-skilled case management and service support team to deliver a wide range of statutory and non-statutory processes efficiently and effectively, providing a fast, high quality and continuously improving service for both internal and external customers, ensuring adequate cover during council opening hours.</p> <p>Deliver a broad range of technical advice, taking ownership of more technical queries and management support activities e.g. system administration, report generation - both statutory and ad hoc, consultation processing and analysis, purchasing and procurement administration, data collation, web maintenance, arranging and managing meetings with external organisations, minute taking and responding to Freedom of Information Requests.</p> <p>Manage the Civica & Assure Computer Systems (5x back-office systems) for the Council, which requires management of the infrastructure of the system, regular maintenance and required changes as relevant legislation dictates.</p>			

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Keep abreast of statutory reporting requirements of regulatory agencies such as the Food Standards Agency, DEFRA and the Ministry of Housing, Communities and Local Government and ensure the service and software systems are efficient and fit for purpose to deliver accurate data.

Accurately update and maintain all relevant information systems and be responsible for ensuring staff input data correctly by assisting with training and support as required.

Along with legislative or regulatory changes, update all templates and systems to reflect the relevant changes. Be the lead officer in ensuring systems and procedures are in place to facilitate service harmonisation and improving the customer experience and service performance.

Provide technical advice to members of the public, businesses, and our partners, based on detailed knowledge of the relevant regulations and legislation.

Work collaboratively with colleagues to improve customer service e.g. highlight opportunities for empowering customers further, participate in multi departmental project teams.

Undertake finance activities such as creating purchase orders, invoicing, and progressing the recovery of debt to the services. Be first point of contact for resolving any issues on outstanding payments to the Council and the service point of contact for financial or budgetary queries.

Ensure all staff are adequately trained to use the Council's financial systems and can create purchase orders, invoicing, and progressing the recovery of debt for the service.

Responsible for budget monitoring data, ensuring that all payments for Environmental Health & Licensing activities are correctly allocated and tracking income against projected income targets.

Excellent organisational skills as this is a multi-skilled role and will require daily reprioritisation of workloads.

Handle and resolve where possible, customer and external stakeholder complaints.

Collaborate with various service areas to ensure seamless execution of cross-functional initiatives.

Management

To assist the manager to plan, manage and coordinate the work of the Team to ensure services are delivered to the required standard in terms of legislation, government guidance and Council policies and performance requirements.

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To supervise the staff and work of the team providing professional, technical, and practical advice and guidance to team members, as necessary. Undertake occasional supervision of other Case and Management Support Officers at the request of the manager.

To assist with the training and mentoring of officers within the section and the wider Regulatory services directorate.

To promote the development and maintenance of high professional standards throughout the work of the team and undertake peer reviews.

Impact

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of licensing and environmental health regulations, guidance, and codes of practice.	x	
Understanding of administrative and operational support functions.	x	
Working knowledge of Database Administration.	x	
Understand the principles of data protection	x	
Excellent knowledge of a number of different services across the council	x	
Knowledge of financial processes, including invoicing, purchase orders and budget tracking.	x	
Knowledge of project management principles and practices		x
Knowledge and understanding of Health & Safety legislation and requirements within the organisation.		x
Political awareness and understanding of the Councils decision-making processes.		x
Experience		
Experience in coordinating and managing a team.	x	
Experience of dealing with members of the public.	x	
Experience of working with and managing a variety of databases and generating reports for performance.	x	
Experience of case managing service request, applications, and inspections.	x	

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Experience of working with elected members or in a political environment.	x	
Experience in liaising with internal teams, external partners, and stakeholders.	x	
Experience of working as a system administrator.	x	
Experience in coordinating and managing multiple tasks and projects simultaneously.	x	
Demonstrated experience in data management and analysis.	x	
Experience in developing and implementing process improvement initiatives.		x
Experience in training and supporting staff.		x
Experience in conducting audits and addressing non-compliance issues.		x
Qualifications / Registrations / Certifications		
Qualified to A level standard or equivalent, this can be through equivalent experience.	x	
Business Administration/IT Level 3 Qualification.		x
ICDL – International Certification of Digital Literacy (Previously ECDL – European Computer Driving Licence), or equivalent.		x
Advanced training in data management and analysis		x
Certification in project management		x
Skills		
Excellent communication and interpersonal skills.	x	
Strong analytical and problem-solving skills.	x	
Ability to work independently and as part of a team.	x	
Proficient in using regulatory databases and software (Assure & Civica).	x	
Proficiency in Microsoft Office Suite, including Excel, Word, and PowerPoint.	x	
High attention to detail and accuracy.	x	
Ability to manage and prioritise multiple tasks effectively.	x	
Strong leadership and management skills		x

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Ability to handle sensitive and confidential information.	x	
Ability to analyse data and generate reports	x	
Ability to contribute positively and innovatively to service review and development.		x
Ability to follow operating procedures accurately and contribute to their development.		x
Working Conditions		
Office and/or home working		
There is a requirement to work from different office locations across Somerset.		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position. The role will require occasional work outside normal working hours to attend meetings, carry out inspections/visits/monitoring.		
Corporate Responsibilities		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: January 2025