



Job description

Job Title: Public Protection Administration Assistant

Post No:

Grade: Band 4 to 5

Directorate: Growth and Regeneration

Reports to: Environmental Health and Licensing Manager

Purpose of the Job:

To support the Regulatory Services (Environmental Health and Licensing) Team by providing admin support for the whole team.

Main tasks:

Deliver high standards of administration to ensure appropriate records are maintained whilst maintaining confidentiality and observing data protection principles.

Assist in the production of reports, data and other management information including, but not exclusively those relating to the activities of the Licensing and Environmental Health functions carried out by the Team.

Plan and carry out general administrative duties for the service including but not restricted to, responding to correspondence, producing and issuing standard letters, documents and licences.

Respond to and follow up on customer enquiries through post, phone, email and face to face in line with both organisational values and service standards set for the Team.

Printing, scanning, recording and distribution of the correspondence received and sent.

Maintain and develop electronic information systems including data bases and filing structures using corporate systems.

To arrange external and internal events and meetings as directed.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person Specification

Experience, Skills and Knowledge

Excellent customer service skills and ideally previous admin experience working in a busy office environment.

Is confident when dealing with members of the public, including responding to telephone enquiries and responding to correspondence.

Experience in a local government background is desirable but not essential.

A motivated, diligent and enthusiastic team member who understands the importance of public service and has a genuine desire to contribute to the improvement of Council Services for the betterment of the people we serve.

A flexible attitude with the ability to work to strict deadlines to meet the outputs of the Team.

Knowledge and understanding of GDPR legislation and the importance of confidentiality and data protection policies.

Experience in the production of relevant data, information or business metrics for inclusion in reports and presentations.

Confident and competent in the use of the Microsoft applications and confident in the use and development of bespoke systems/ software packages.

Qualifications

Have a good level of education including GCSE passes in English and Maths

BTEC or successful completion of NVQ in Business Administration would be desirable.