



North Kesteven
DISTRICT COUNCIL

SUPPORTING INFORMATION FOR THE POST OF
DESIGN SERVICES SUPPORT OFFICER
37 hours

July 2020

HOUSING AND PROPERTY SERVICES

DESIGN SERVICES SUPPORT OFFICER

£19,554 - £21,166 pa
37 hours

North Kesteven District Council has an ambitious investment programme to help North Kesteven Flourish.

The Council has a dedicated team of professional officers delivering Technical, strategic and support services in the delivery of New Build, regeneration, refurbishment and maintenance of the Council's assets. The investment programme over the next 10 years has provided an exciting opportunity to extend the team to support the delivery of new and existing programmes of work to increase assets and maintain the existing Properties.

We are looking for career minded professionals to join a busy and rewarding team with the focus of delivering an exceptional service. North Kesteven is an Innovative Council and seeks to employ like-minded individuals to support NK in leading the Public Sector for development in Lincolnshire.

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Design Team:
Support Officer

Support the Councils Architectural Design and Investment Team in the delivery of the Council's investment and planned maintenance programmes. Day to day support for Meetings, Systems, Administration and Process management.

Closing date for applications: 11 September 2020

Interviews will be held on: 29 September 2020

As a member of the Design and Investment team within Housing and Property Services Unit you will make a contribution to the delivery of a multi-million pound housing and non-housing investment and maintenance programmes.

The successful applicant will support and assist the Councils Design team by co-ordinating and delivering the annual programmes of work. The post holder will work closely with existing staff, partner contractors and technical consultants.

If you are a self-motivated individual with an interest in the construction industry, and in particular supporting the delivery of projects we can offer you a role with scope and the challenge of contributing to our aim of meeting the councils programme. Experience of supporting technical staff in a small friendly and busy team will assist you in this role.

Dear Applicant,

Vacant Post : Design Services Support Officer

Thank you for your interest in the above post.

The post will be based in the Design and Investment Team and will report to the Architectural Design and Investment Manager.

I enclose an application pack, which includes: application form; generic role profile and job overview.

Please ensure that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the job overview carefully. If you do not demonstrate on the form that you fulfil the criteria for the position, you are unlikely to be successful in your application.

If you have not heard from us within two weeks of the closing date, you should assume that you have not been successful on this occasion.

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Yours faithfully,

Steph Bond
HR Business Partner

POST TITLE Design Services Support Officer

Business & Operational Support A2 – Generic Role Profile

JOB PURPOSE:

- To support delivery of an efficient and effective service and to contribute to the priorities and ambitions of North Kesteven District Council

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Carry out a range of practical tasks and activities following established precedent, processes and procedures
- Ensure the range and volume of work to be undertaken for the days ahead is planned in order that work is completed on time and to an appropriate standard
- Carry out a range of administrative and/or support activities to contribute to the smooth running of the service
- Identify and resolve first line problems, referring to a more senior officer if necessary
- Undertake routine financial and data processing, including raising orders and requisitions, checking and maintaining stock in accordance with approved relevant procedures, ensuring security is maintained
- Collate, record, store and retrieve information including confidential and/or sensitive information
- Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an efficient and effective service
- Monitor and maintain a safe working environment for self and others
- Promote a positive image of the service area and the Council as a whole
- Ensure effective communication with Councillors and team members at all levels
- To lead by example by embracing and living the organisations values and behaviours
- To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

KNOWLEDGE, SKILLS & EXPERIENCE

- Prior work-related experience and/or equivalent NVQ level
- Numeracy, literacy and IT skills as appropriate
- Familiarity with standard office software packages as appropriate
- Good working knowledge of relevant health and safety policies and procedures

OUR COMMITMENT:

NKDC is a people-focussed, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customers' needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

JOB OVERVIEW

Knowledge	The jobholder needs knowledge of the Organisation's relevant procedures or practices plus additional practical and procedural knowledge in order to do this job. He/she also needs an outline understanding of the relevant legislation related to his/her area of work. These relate to a range of different tasks, some of which are relatively complex. He/she requires detailed knowledge of some of the policies covering his/her technical or specialist area of responsibility.
Mental Skills	The jobholder is regularly faced with problems or situations which he/she must resolve personally, usually done by applying existing rules, procedures or instructions. The nature or scope of some of these problems will not be apparent on first inspection and will require the jobholder to assess the situation first. The job involves developing plans for future actions, activities or events, more than a month in advance.
Interpersonal and Communication Skills	Advisory, guiding, negotiating and/or persuasive skills are required occasionally. The exchange of complicated and/or sensitive information is a requirement of the job, The communication of this information can be carried out orally or in writing, with two or three different types of audience. The information can sometimes be complex.
Physical Skills	Keyboard and/or mouse skills, for more than just e-mails, memos, short letters or the equivalent, are necessary and integral to the main duties of the job.
Initiative and Independence	The jobholder's activities are undertaken in accordance with policies and procedures laid down by others, although the jobholder is not always given instructions or predetermined schedules defining how the main task(s) are to be carried out. He/she is expected to prioritise allocated tasks and duties within the workload for the day and is required to make decisions about when and how duties are to be carried out beyond that.
Physical Demands	This job requires the jobholder to stand or walk for a small proportion of the total working time.
Mental Demands	Concentrated mental attention is required to ensure that the tasks and duties of this job are carried out correctly. This has to be applied over medium periods of time at least once a day. In addition, the job requires medium

periods of enhanced mental attention at least once a week. There is a need for concentrated sensory attention by the jobholder for short periods. Working to deadlines is a feature of this job. While some of these are foreseeable in the normal cycle of work, others are unpredictable in nature and occur regularly. He/she is occasionally subject to conflicting demands, with more than one person requiring a service or assistance simultaneously. Unavoidable interruptions occasionally make it difficult to complete the job duties.

Emotional Demands	The job involves handling, by telephone, people whose personal circumstances or behaviour could cause the jobholder emotional stress or upset. These are mainly users of the Organisation's services and exposure to behaviour giving rise to emotional upset is an integral feature of the job, occurring frequently.
Responsibility for People - Well-Being	The work requires common courtesy or consideration if members of the public are encountered but there is little, or no, direct impact on the actual well-being of individual, or groups of, people.
Responsibility for Supervision, Direction, Co-Ordination of Employees	The jobholder is not required to supervise or manage any Organisation employees. The job occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.
Responsibility for Financial Resources	The jobholder has some responsibility for financial resources. He/she has to account for expenditure, income, money in the form of cash, cheques, direct debits, invoices, or some other equivalent, where care, accuracy and security are particularly important. The sums involved are considerable.
Responsibility for Physical and Information Resources	The jobholder's main responsibility for physical resources is for manual and/or computer information and he/she has to adapt, design, develop or procure information systems for use within his/her own service.
Working Conditions	The jobholder occasionally has to work outdoors and free from exposure to disagreeable or unpleasant environments.

MAIN TERMS AND CONDITIONS OF APPOINTMENT

Post of: **Design Services Support Officer**

A copy of the job description is enclosed

Salary

£19,554 - £21,166 pa. The successful candidate will be placed within the grade subject to qualifications and experience.

Hours of Work

The hours of work are 37 per week. A scheme of flexible working hours is in operation whereby, within prescribed limits, an individual's precise working hours are left to his/her own choosing with approval of line manager.

Health Scheme

Opportunity to join the Council's Private Health Scheme with Healthshield.

Holidays

Annual holiday entitlement is 24 days (29 days after 5 years' service in local government) plus a further 8 Bank and Public days.

Professional Subscription

None.

Other Allowances

Casual car user allowance would be available if required.

Pension

Local Government Pension Scheme

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