

JOB DESCRIPTION

Job title: Support Services Officer
Directorate: Corporate Strategy
Grade: I

JOB CONTEXT / DIMENSIONS/ RELATIONSHIPS:

Reports to: Support Services Manager
Manages: None
Liaison with: All stakeholders internal and external.

JOB PURPOSE:

- Deliver support services across the organisation to assist in the achievement of corporate objectives to meet business requirements.
- Contribute to the development and delivery of the activities of the support function to provide excellent and responsive customer service and enhance relationships.

KEY ACCOUNTABILITIES:

- Support the delivery of an excellent and responsive customer service ensuring continuity as required.
- Provide administration and support services to ensure the effective delivery of the volunteer development service.
- Provide support as required to ensure processes are implemented and run smoothly
- Deliver support services across the organisation to include generic and specialist support to ensure the needs of the organisation are met
- Identify issues and implement solutions through the creation, maintenance and continuous improvement of processes and procedures
- Other duties requested by the SDNPA in line with the grading of this post.

CORPORATE RESPONSIBILITIES

Maintain awareness of and compliance with the ethical, legal and policy framework within which the organisation operates including, but not limited to:

- Authority Purposes and Duty
- Performance Development Review Scheme
- National Park Circular 2010 and any subsequent updates
- Data Protection requirements including General Data Protection Regulations (GDPR)
- Freedom of Information Act
- Officers Code of Conduct
- Member/Officer Protocol
- Health and Safety Policies and Procedures
- Equality and Diversity Policy
- Information Technology User Policy
- Information Security Policy
- All policies/procedures and guidance related to the designated role

