

Role Profile

Job Title:	Service Support Officer
Location:	Colindale
Department:	Highways
Directorate:	Environment
Grade:	E
Type of Working:	Hybrid
Reports to:	Senior Service Support Officer

1. Job Purpose:

The Service Support Officer is responsible for supporting the Business Support team in the delivery of the business, licences, claims, finance, policies, processes, and system support across the service. You will support the provision of timely factual financial and business performance and forecasting data to drive innovation, continuous improvement, and a strong value for money proposition.

You will ensure that customer service excellence is at the forefront of all your delivery activities with a drive to maintain positive working relationships with stakeholders, suppliers, and customers.

You will work with the Senior Service Support Officer to provide business support and assist in the delivery of a consistent finance and business support policies, processes, and systems across the service.

You will support the Business Support team in the promotion of effective and efficient service delivery and support and improve the overall performance of all the administrative, financial, performance and systems activities within the Service.

You will have a positive approach to change, assisting with implementing new initiatives, procedures, policies, systems across the service and addressing any resistance encountered.

2. Key accountabilities:

- You will support the Business Support Manager and Senior Service Support Officers in the provision of timely factual performance and forecasting data to drive innovation and continuous improvement.
- To check with Highways Operations managers that all claims and invoices from contractors and service providers to Highways are correct and challenge for clarity or ask for amendments accordingly.

- To conduct debt reconciliation and provide relevant data to the Finance Managing officer to chase the client for payment of invoices.
- To support in producing monthly budget and revenue reports of Highways services in support of the monthly budgeting process, including forecasting, reconciliation, and actuals.
- To log the banking information onto financial spreadsheets and carry out reconciliation for income miscoded.
- To ensure new suppliers are set up timeously and to council governance and tendering processes
- To assist with monthly KPI data collection.
- To provide ad hoc FOI enquiry assistance.
- To ensure all insurance claims received with in the service are processed and relevant support is provided in order for claims to be submitted back in a timely manner.
- To provide support to the reactive and planned side of the business for works requests to be checked and submitted in a timely manner within the systems used, ensuring all KPI's are met.
- Ensure all inspection findings are recorded in the relevant systems, in line with the defined data capture guidelines, processes and standards, both current and future.
- To Raise, track, and amend works requests, purchase orders, raise Invoices, process invoices for payment and record all financial activities using the systems provided.
- To process receipt of payments from customers, reconcile income ensuring accuracy and record all financial activities using the systems provided.
- Assist in supporting the production of audits and performance reviews to support service improvement.
- To act as archive coordinator within the department.
- To carry out all relevant duties and responsibilities in the work of the Licencing Team on behalf of the wider Highways Service to ensure the delivery of cost effective and quality services.
- Assist in responding efficiently and effectively to enquiries and complaints related to the service provided by the Highways Service from customers, contractors, clients and other sources. Record findings and support the initiation of action as necessary to ensure customer satisfaction.
- Coordinate the provision of timely and accurate information and responses to customer and stakeholder queries, claims and correspondence reflective of the quality expected by the Highways Service.

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- To be aware of and understand Council policies in relation to finance, value for money, procurement, staffing, IT, property, sustainability, risk, equalities and diversity and corporate parenting.
- Ensure compliance with all Health & Safety legislation and associated codes of practice and Council policies.
- Ensure that all Highways Service contractual commitments are delivered with due regard to authority and compliance the Service has in place clear Schemes of Delegation. You will be expected to comply with the Scheme of Delegation in relation to the delivery of Services within your Sphere of Influence.
- Any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post as defined, subject to the proviso that normally any changes shall be incorporated into the job description documentation.

3. Financial Responsibilities:

- Support to end to end Purchase to Pay process for the Highways Service.
- Support budget monitoring & forecasting for the Highways Service.
- Support financial reconciliations for the Highways Service

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Grade:	E
Type of Working	Hybrid
Reports to:	Business Support Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Level 4 qualification or equivalent; or equivalent level of knowledge	Essential	Application/Interview
Experience & Knowledge		
You will have the proven problem-solving skills, providing solutions to a range of complaints and enquiries.	Essential	Application/Interview
Good awareness of budget and cost/ income control.	Essential	Application/Interview
Good working knowledge of Microsoft Office Suite, Teams and SharePoint	Essential	Application/Interview
Experience with quality control procedures and performance	Essential	Application/Interview
Knowledge of business systems and processes to drive efficiencies.	Essential	Application/Interview
Experience in customer and stakeholder relationship management.	Essential	Application/Interview
Ability to communicate with people in a friendly and courteous manner, establishing and maintaining effective working relationships with colleagues at all levels.	Essential	Application/Interview
Developing commercial awareness	Essential	Application/Interview
Understanding of working practices within a Local Authority.	Essential	Application/Interview
Good working knowledge of highways operations and associated operational processes.	Desirable	Application/Interview
Skill & Ability		

Excellent attention to detail and accuracy in data entry and processing.	Essential	Application/Interview
Good organisational skills and time management.	Essential	Application/Interview
Able to work without close supervision	Essential	Application/Interview
Ability to work to a demanding schedule and tight timescales whilst still maintaining quality and accuracy of output.	Essential	Application/Interview
Good written and verbal communication skills.	Essential	Application/Interview
Able to provide good professional/technical advice.	Essential	Application/Interview
Ability to keep good work records.	Essential	Application/Interview
Ability to take initiative.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Desirable	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Application/Interview

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Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Desirable	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview