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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Partnership Support Officer | **POST NUMBER:**  |
| **REPORTS TO:** Community Safety Manager | Partnership Support Officer  |
| **DEPARTMENT:** Housing and Community Safety | **GRADE: 5** |
| **JE REF:** | 3320 B00589 | PANEL DATE: | 240117 |
| **1.** | **MAIN PURPOSE OF JOB*** Provide business support to the Safer York Partnership and Community Safety Unit.
* To act as the first point of contact for customers reporting anti-social behaviour and environmental crime to the Community Safety Unit, ensuring they are passed to the most appropriate team/officer for investigation.
* To provide administrative support to a range of multi-agency meetings, including: the Safer York Partnership Board, the North Yorkshire Prevent Strategic Board, thematic task groups, ad hoc problem-solving groups and team meetings. To ensure a high degree of confidentiality at all times.
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| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES** |
|  | i | To provide administrative support to a range of multi-agency meetings, including covening of meetings, circulating information and producing accurate minutes/action plans. |
|  | ii | To act as a first point of contact for customers contacting the Community Safety Unit to report anti-social behaviour and environmental crime, handling a range of queries, both written and verbal. To ensure the details are accurately recorded on the case management system and tasked to the appropriate team/officer as necessary. |
|  | iii | To provide day-to-day financial administrative support to the Community Safety Unit/Safer York Partnership including the administration and monitoring of external funding streams and internal budgets, processing invoices, raising Purchase Orders etc. |
|  | iv | To manage and monitor funding allocations and expenditure relating to task groups. |
|  | v | To accurately update case management systems and databases in order to ensure information is available for statutory investigations and the production of case files, management/performance information and FOI requests. |
|  | vi | To support the administration of Service Level Agreements and to ensure the necessary time-scales are met. |
|  | vii | To transcribe recorded interviews in accordance with the Police and Criminal Evidence Act (PACE) 1984.  |
|  | viii | Administer fee and Fixed Penalty Notice (FPN) systems, processing payments and chasing outstanding fees. |
|  | ix | Liaison with a range of internal and external partners and stakeholders in relation to wide variety of issues such as service enquiries and funding applications |
|  | x | To assist with the arrangement of VIP visits and organise partnership events involving external delegates, ensuring such events are managed effectively and efficiently. |
|  | xi | Maintain a high degree of customer care at all times, acting with integrity and following Council policies and procedures, e.g. in relation to staff conduct and confidentiality. |
|  | xii | To undertake training as appropriate. |
|  | xiii | To provide ‘on the job’ training to others to support the transfer of skills, knowledge and experience across the team. |
| **3.** | **SUPERVISION/MANAGEMENT OF PEOPLE**Number reportingDirect: 0Indirect: 0 |
| **4.** | **CREATIVITY & INNOVATION*** To understand the operational requirements of local authority services and partner agencies within the Safer York Partnership, including North Yorkshire Police.
* To manage systems for the secure handling of sensitive data and intelligence in relation to the delivery of services aligned to Safer York Partnership and the Community Safety Hub.
* To develop a good understanding of different government funding financial management arrangements relating to specific funding streams and ensure that these are disseminated to the Safer York Partnership.
* The post-holder will receive supervision and support, but will be required to think creatively when contributing to the development and continuous improvement of administrative systems.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal*** To develop and maintain positive and effective working relationships with police and Council colleagues within the Community Safety Unit and officers across a range of Council departments.

**External*** To develop and maintain positive and effective working relationships with staff at all levels from a range of partner agencies.
* Liaison with partner agencies to ensure the production of timely reports and performance information.
* Contact with suppliers and contractors for ordering, delivery and payment of goods and services and to ensure the best possible price.
* Some contact with voluntary and community organisations in relation to operational matters.
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|  **6.** | **DECISIONS – discretion & consequences*** The post holder is required to carry out business support associated with the allotted area of responsibility. The post holder is required to undertake a range of activities that are guided by legislative requirements, the misinterpretation of which could lead to official complaints and appeals processes/ may lead to compensation and/or legal cases/ financial impact/damages.
* The post holder will also be required to action non-complex customer enquiries and requests, provide advice and guidance to a range of stakeholders. The consequence of providing poor quality information could lead to complaints.
* The post holder will be required to input data/information received, and follow procedures and processes in support of this. Data quality and attention to detail is important in ensuring the accurate processing of information to support a range of business processes. The consequences of inputting inaccurate data lead to additional resources required to cleanse and ‘fix’ data anomalies through the quality assurance process.
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| **7.** | **RESOURCES – financial & equipment***(Not budget and not including desktop equipment.)* Description ValueProcessing of Cheques, card payments using credit/debit cards. up to £1000 per day.Process orders using Council Credit Card  |
| **8.** | **WORK ENVIRONMENT**Work demands* All of the tasks will need to be carried out within the expectations set out in service level agreements, which may involve working to deadlines and supporting the achievement of targets.
* The post holder will be required to respond to unplanned work and competing demands.

Physical demands* Normal office environment.

Working conditions* Normal office environment.

Work context* Normal office environment.
* There is a risk of conflict with the public either face to face, on the phone or via electronic communication methods as the post holder may be required to deal with fines and contact with customers in relation to alleged offences
* The post holder will be expected to maintain a high degree of confidentiality whilst accessing sensitive information.
* Subject to North Yorkshire Police NPPV3 vetting.
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| **9.** | **KNOWLEDGE & SKILLS*** Educated to GCSE level or higher, (min. Maths and English to Grade C or higher).
* Experience in dealing with customers.
* High degree of computer literacy and experience of working with information technology in an office based environment (word processing, databases, spreadsheets).
* Ability to work flexibly in order to meet deadlines.
* Effective interpersonal and communication skills, both written and oral, including tact and diplomacy when dealing with customer queries.
* Adaptable and responsive to change with the ability to make suggestions on how to improve processes/ways of working.
* Ability to work effectively within a team as well as on own initiative.
* Organisational skills, including time and task management.
* Ability to provide on the job training to others, transferring skills and knowledge as appropriate.
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| **10.** | **POSITION OF JOB IN ORGANISATION STRUCTURE**Head of Community SafetyCommunity Safety Manager**This Job: Partnership Support Officer** |