

Job Description

Job Title	City Watch Business Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Safer City and Communities
Grade	4
Competency Level	1
Salary	£26,409 - £30,060
Job Type	Office Based
Location	Liverpool Citywide
Disclosure and barring service (DBS)	Basic
Job Evaluation Ref No	A9596

Job Purpose

City Watch is a front-line, fast-paced team delivering priority-one services citywide. The team provides uniformed patrols, CCTV and security type services to a range of customers and partners. The service operates from two locations and this role plays an integral part in ensuring the efficiency of officers that are providing key services to the community. The City Watch Business Support Officer will be required to maintain Service Level Account details, support certain finance and budgeting processes, procure goods and services when required, provide guidance to services users, fully support Operational Managers and their services, process paperwork including

correspondence, requests for services, CCTV applications, process and maintain enforcement paperwork, ensuring all forms of communication are compliant with statutory guidelines and GDPR expectations.

Directly Responsible For:

Not applicable

Directly Responsible To:

Patrol and Response Team Manager / Performance and Accounts Manager

Main Areas of Responsibility:

- To provide guidance to service users, visitors and customers, ensuring that they are dealt with in a professional and effective manner whilst demonstrating discretion and confidentiality, as well as maintaining compliance with the Council's GDPR expectations, especially when dealing with contentious or sensitive issues
- To ensure the establishment of positive liaisons and relationships with colleagues, partners, and customers of the City Watch service; accurately processing all correspondence from the public or partners in accordance with statutory guidelines and time scales
- To assist in all aspects of the service's Financial Management
- Process and respond to correspondence including Data and Subject Access Requests in a timely manner, escalating any urgent requirements
- Prepare documentation and paperwork in support of the service and legal proceedings, ensuring that confidential and valuable documents are handled with due care and attention
- As required, produce necessary reports, plans and statistics for management making full use of IT systems including Microsoft Office and other applications

- Help to support front-line activities by maintaining electronic accounts, filing systems and databases
- Provide business support to other functions across the service area, including the provision of temporary cover in the case of absence and ensuring that an effective, efficient and customer focused service is delivered within the time scales
- Work with suppliers to ensure quotations for goods and services offer best value for the Council and process invoices for services from suppliers
- To be adaptable to working times, patterns, locations and changing processes where necessary
- To hold clear accountability for own and team results and the ability to motivate yourself and encourage others, identify improvement opportunities, and overcome challenges to success
- Attend and participate in team or service meetings where you may be expected to take minutes and report concerns and issues as a representative for the team
- To process purchase orders, invoices, and payments including cheque banking within defined deadlines
- To participate in staff training and development. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency, and delivery of service in recognition of the business and service targets
- To represent the Council and the City Watch team in accordance with the standards expected and in a professional manner
- To be adaptable and accommodating to the Council's flexible and evolving style of working, including office, remote and hybrid working arrangements
- To be aware of the Council's responsibilities under the Data Protection Act for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the Council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reusing, and recycling resources to reduce personal impact
- Promotes good practice and seeks alternative methods to achieve best value for money services
- Supports colleagues to achieve best value for money services and assist with monitoring of financial performance and help deliver services within budget through excellent business and administrative support

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the Council, residents and communities

Physical Demands of the Job:

- Viewing monitor screen for long periods
- Collecting mail from local area post rooms and depositing cheques at local branch

Corporate Responsibility:

- Contribute to the delivery of the Council Plan

- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the Council a great place to work, living the Council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours that define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this, in turn, supports delivery of our aims and our Council Plan, linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Good general standard of education including Maths and English GCSE (A,E)

Desirable

- GCSE Grade C/4 or above in Maths and English, HNC, NVQ level 3 or equivalent
- Qualification in Business or Administration

Experience

Essential

- Previous experience of using a range of ICT systems to complete business tasks, such as Microsoft Office (A,E)
- Evidence of previous experience of handling sensitive data accurately and sensitively (A,I)
- Previous experience of working within an office environment to support delivery of services (A,I)
- Previous experience of delivering customer services including answering telephones, communicating with customers and members of the public (A,I)
- Evidence of working in a financial environment procuring goods and services from suppliers, contractors, and partners (A,I)

- Experience of working in an environment with conflicting demands and time sensitive deadlines (A,I)

Desirable

- Experience of handling data, especially to drive business
- Experience of using applications such as SAP to order goods and services and process payments
- Previous experience of supporting a 24-hour service

Skills/Abilities

Essential

- Ability to communicate clearly with a range of audiences including customers, members of the public and partners such as police (A,I)
- Ability to learn office systems and processes and to prioritise workload according to deadlines and urgency of the work (A,I)
- Ability to demonstrate attention to detail especially dealing with finance and accounts, personal data, customer details, data entry and appeals (A,I)

Desirable

- Ability to provide support to teams and managers during busy periods such as inspections, visits, operations etc
- To be able to use their own initiative in problem solving and decision making
- To have excellent time management skills
- Ability to remain calm under pressure and to direct calls, queries, and complaints effectively

- Ability to work individually or as part of a team to deliver excellent customer service

Commitment

Essential

- Able to demonstrate flexible approach to the workplace, potentially working from alternative locations and non-traditional working hours in extraordinary circumstances (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to personal improvement and development
- Sensitive attitude to the changing needs of the Service and Council
- Maintains the highest standard of ethics, conduct and probity
- A Commitment to remain customer focused and performance oriented to deliver high quality services
- Always presenting a professional image of Liverpool City Council and the City Watch service

Other

Essential

This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level