

**SOUTH DERBYSHIRE DISTRICT COUNCIL
JOB DESCRIPTION**

DIRECTORATE: **LAW AND PEOPLE**

SERVICE: **ENVIRONMENTAL SERVICES**

POST TITLE: **SYSTEMS AND BUSINESS SUPPORT OFFICER**

GRADE: **Grade 4**

REPORTS TO: **PRINCIPAL EHO (BUSINESS COMPLIANCE)**

RESPONSIBLE FOR: **N/A**

JOB SUMMARY

To carry out a range of administrative duties in Environmental Services including the maintenance of accurate records and systems processes relating to the service including the associated IT systems.

To assist with projects related to the efficiency and effectiveness of the running of the Service.

MAIN DUTIES AND RESPONSIBILITIES:

General

1. To ensure adherence to the Council's Health & Safety Policy.
2. To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
3. To comply with the Council's Employee Code of Conduct
4. To respect the sensitivity and confidentiality of any information that they may have access to regarding clients/customers in adherence with the Data Protection policies of the Council.
5. Provide professional advice, prepare reports and attend meetings as required.

6. Undertake such other duties commensurate with the experience of the postholder and the grading of the post as may be reasonably delegated from time to time.

Specific

1. Deal with a wide range of enquiries from members of the public and colleagues that require basic service knowledge and an ability to establish the exact nature of the enquiry.
2. Provide support and assistance to colleagues across the service using the service's IT systems, co-ordinating and logging support requirements.
3. To initiate and process routine correspondence, reports and other documents as directed to support the service.
4. Process payments, invoices, check orders etc. using appropriate software.
5. Liaise with finance colleagues to monitor payments, raise invoice and contribute to budget monitoring.
6. Carry out website checks to ensure public facing information is current and accessible.
7. To produce, print and dispatch Export Health Certificates to clients on behalf of the Business Compliance Team to the quality and speed required by the client.
8. To maintain and improve the functionality of the Environmental Services IT system to:
 - Assist with a streamlined process for raising tickets to Systems Admins in the Council with more complex issues being raised with the supplier
 - Collaborate with the supplier for Hypercare
 - Maximise the efficiency and effectiveness of the service
 - Assist with ensuring system upgrades are implemented on schedule
 - Assist with process and system development and provide support and assistance to colleagues.
 - Ensure that the use of the system supports accurate reporting of performance data.
9. Carry out general office duties under guidance of Principal EHO.
10. Attend and participate in relevant service meetings.
11. Assist with the production of performance monitoring reports and statutory returns as required by the Head of Environmental Services

12. Monitoring of supplier performance against set indicators and production of data and financial information for Principal EHO and Head of Service to support contract management.
13. Review data retention schedules and identify records due for destruction for approval by Head of Environmental Services.
14. To maintain records and data on the Council's Environmental Health computer database systems, as appropriate to the functions of the post.

Date Issued: AUGUST 2026

Issued by: Assistant Director, Head of Environmental Services