



Business Operations Daytime Officer

- ξ Service area: Civil Protection
- ξ Grade: Sc3
- ξ Reports to: Neighbourhood Patrol Manager
- ξ Your team: Neighbourhood Engagement

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Key responsibilities

1. To carry out admin functions for the Neighbourhood Patrol Officers, including follow up of enforcement action in relation to Civil Injunctions, Criminal Behaviour Orders, Community Protection Notices, and Public Spaces Protection Orders.
2. To communicate with residents via phone, e-mail or letters on behalf of the Neighbourhood Patrol Service in relation to ASB, noise, enforcement or engagement, including to make appointments for the installation of noise measuring equipment as part of their case.
3. Ensure that you manage incoming requests, including co-ordination of responses to FOI's, Complaints and general correspondence.
4. To use case management systems to assist the Neighbourhood Patrol Service including logging information and providing data from those systems to report to the Neighbourhood Patrol Manager.
5. To carry out quality control checks of data and statistics.
6. Liaise with Access Islington staff to log necessary information and cascade this to frontline officers to assist in resolving noise and ASB issues.

7. To search relevant computer systems and databases to obtain the information necessary for the service.
8. To support the Neighbourhood Patrol team with their daily duties.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible 2 – 3 days in the office

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
E1	Proven experience as an Administrative Officer, or similar role.	Application / Interview

Experience

Essential criteria	Criteria description	Assessed by
E2	Experience of working with administrative processes.	Application / Interview
E3	Experience of communicating with residents in various methods including via Phone and E-mail.	Application / Interview
	frontline services	Application / Interview
E5	Excellent written and verbal communication skills.	Application / Interview

Skills

Essential criteria	Criteria description	Assessed by
E6	Ability to work effectively as part of a team and build positive relationships.	Application / Interview

Essential criteria	Criteria description	Assessed by
E7	Good time-management skills, ability to work under pressure and meet deadlines.	Application / Interview
E8	Good organisation skills with a problem-solving attitude, working on your own initiative.	Application / Interview
E9	Good level of numeracy and literacy to compile and understand data and compose letters and correspondence.	Application / Interview

Special requirements of the post

Essential criteria	Criteria description	Assessed by
10	This role will require you to obtain a basic satisfactory clearance from the Disclosure and Barring Service	Application / Interview
11	This post needs to meet the requirement of the Baseline Personal Security Standard	Application / Interview

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard; Stonewall Diversity Champion; and Time to Change.

