

Eastern Inshore Fisheries and Conservation Authority

Job Description

Job title: Business Support Officer

Location: Kings Lynn

Reports to: Senior Administrative Officer

Grade: 3 SCP 5

General Description:

The Business Support Officer has primary responsibility for providing general clerical and administration, data and IT support for the organisation. They will also undertake other duties as well as providing a reception function for the organisation in conjunction with the Senior Administrative Officer.

Duties and Responsibilities

1. To provide administrative support in conjunction with the Senior Administrative Officer (SAO).
2. Support invoice management and payments in accordance with established procedures including management of petty cash.
3. Administration of fishing licenses/permits and maintaining appropriate records and databases of fishing returns
4. Administration and maintenance of the Authority's shared drive and databases.
5. To provide a data and administration function that will ensure and maintain compliance with General Data Protection Regulation (GDPR).
6. To monitor and provide support to manage information requests under the Freedom of Information Act and the Environmental Information Regulations.
7. Liaison with both employees and the public, dealing with their queries wherever possible and directing them to appropriate resources when queries cannot be answered.
8. Deputise for Senior Administrative Officer(SAO) when required.
9. Data input to various databases/spreadsheets.
10. Website maintenance and social media posts / messages.
11. Compliance with all aspects of Health & Safety law.
12. Ensure equality and diversity is actively promoted in the workplace.

Key measures

1. The general administration of the office and reception is up to date and tasks are completed within agreed timescales.
2. Invoices are paid in a timely manner and financial records are accurately kept
3. Fishing permits and returns are issued and recorded on relevant databases
4. Share drive and databases are properly structured, administered and up to date
5. Information requests are logged, managed and responses provided within agreed deadlines.
6. Queries dealt with appropriately and professionally. Positively promotes EIFCA
7. Delegated tasks are completed effectively in the absence of the SAO.
8. Data inputting is undertaken in an accurate and timely manner
9. Website is up to date and social media posts/message are timely
10. H&S policy is adhered to at all times.
11. Appropriately conducts self with colleagues and stakeholders.

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Job Description

Direct Reports

- None

Financial scale

- Ordering goods and services within agreed framework
- Authorised to receive monies on behalf of EIFCA

Planning horizon

- Long term horizon for data control
- Workload planned on a day to day basis

Complexity

- Ensure compliance with GDPR
- Prioritising workload to meet timescales set
- Flexibility to react to daily demands on time
- Dealing with sensitive confidential data.

Key working relationships (other than Line Manager or reports)

- All Authority Officers
- All Authority members
- Suppliers and service providers
- Members of the public, including the fishing community

Freedom to make decisions

- Works within the framework of the annual plan
- Works within the agreed procedures set out by EIFCA

Experience, knowledge & skills

Essential

- Educated to GCSE level in English and Mathematics or can demonstrate equivalent literacy and numeracy skills
- Excellent communication skills both verbal and written
- Excellent organisational skills
- Ability to use Microsoft Office products including Word, Excel, Access & Office 365
- Ability to work unsupervised
- Ability to contribute across disciplines in a small team environment
- Ability to achieve Baseline Personnel Security Standard clearance
- Right to work in the UK

Preferred

- Familiar with Data Protection legislation and requirements
- Experience in managing data
- Experience of multi-media comms
- Experience of dealing with media advertising outlets
- Producing promotional literature/content

Personal qualities required

- Discretion
- Attention to detail
- Good time management
- Helpful to others
- Self-motivated
- Adaptable and eager to develop