



# Environmental Health – Administrative Officer

Post number: EHS040

Grade: 3

Date: July 2025

Service area: Environmental Health - Domestic Team

Reports to: Senior Environmental Health Officer

## Job profile

### Purpose

To provide administrative support and to perform duties relating to the wide range of enforcement work undertaken by the team to ensure a quality, customer focused support service which is efficient, effective and responsive to the needs of both internal and external customers.

To maintain/update databases, records and registers using appropriate software/IT packages.

To ensure compliance with legislative requirements and procedures and using your knowledge of the IT systems in use, assist in the innovative development of recording systems that support other members of the team and their data reporting requirements.

### Main duties and responsibilities

1. To utilise the council's customer relationship management (CRM) and document management systems (DMS) ensuring all enquiries are effectively managed in accordance with the council's corporate standards for customer services. To work in partnership with the council's customer services team to continue to improve the quality of service provided to users of the council's services.



2. To undertake a range of administrative and clerical activities to support the work of officers in the Domestic Team, including handling incoming and outgoing correspondence, maintaining electronic and manual filing systems and registers, maintaining case management data to support statistical analysis and excellent customer service standards. You will be required on occasion, to deal directly with customers on issues such as stray dog notifications, alarm key holder enquiries, annual fee reminders for caravan site licences etc.
3. Be responsible for the maintenance and processing of accurate and up-to-date information onto the Department's IT systems including the input of, for example, environmental crime reports, HMO applications, consultation responses for planning and licensing applications etc. Generally, to assist officers in all aspects of data recording of their individual case investigations.
4. Process ESCON searches ensuring responses are issued within the 48 hours.
5. Assist in the day-to-day training of staff in the use of Departmental IT systems and to support professional staff on data input and extraction, preparing procedure notes as required.
6. Be responsible for the operation and maintenance of the financial management system for the Domestic Team, ensuring the accurate processing of invoices and accounts within the Council's agreed period for payment, ensuring good links are maintained with Finance and other Departments the Team liaises with.
7. To participate as required in training and exercises in support of the council's preparations for responding to civil emergencies within the District.
8. To assist, as may be required, with the delivery of services normally provided by the other Environmental Health fieldwork teams.
9. To carry out such other duties of a similar nature as may be required by the Senior Environmental Health Officer and/or the Waste and Environmental Services Manager.

## Special conditions

The post is a full-time permanent post (37 hours).

The post may require occasional work outside of normal office hours to meet the needs of the service.

This is a politically restricted post.

## Pre-employment checks

DBS - Disclosure



East Cambridgeshire  
District Council

## Business Travel

Casual user



## Person specification

### Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
Minimum of 5 GCSE's Grade 4 or above (or equivalent) including English and Maths.	Essential	Application
Additional higher-level qualifications for example in Business Admin, Accountancy, IT etc.	Desirable	Application

### Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Experience in a business support, admin support or customer services role.	Essential	Application
Experience of working accurately to timescales and under pressure	Essential	Application
Experience of dealing with the public, commercial businesses and professionals.	Essential	Application



## Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Proven knowledge of Microsoft Office Suite (including Word, Excel, Outlook)	Essential	Application
Highly effective communication skills (written and verbal)	Essential	Application
Understanding of principals of good customer service	Essential	Application
Enthusiastic and committed to achieving the Council's objectives	Essential	Application
Knowledge of accounting principles and requirements	Desirable	Interview
Knowledge of Idox Uniform software	Desirable	Interview

## Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Willing to be adaptable and flexible to meet the needs of the service	Essential	Interview
Able to respond positively to a diverse range of circumstances	Essential	Interview
Assertive and self-motivated	Essential	Interview
Confident in dealing with members of the public and colleagues from other departments and agencies	Essential	Interview
Ability to work as part of a team and on own initiative.	Essential	Interview
Politically aware and customer focussed	Desirable	Interview
Good interpersonal skills to develop and maintain effective relationships.	Desirable	Interview