

## **Day in the Life**

### **Business Technical Officer Grade 11-12**

This is an additional Business Technical role within Environment Services Directorate which includes Public Protection, Operational Services and Venue Management based at Flint Street, Fartown, Huddersfield but will involve working across a range of Services and different locations.

The role will involve co-ordinating, managing and responding to all the complaints across the services working with a small team. Opportunity to review current practise and set standards, working with service managers to develop their approach to managing complaints across technical services.

The role will include support in managing all the Business Support function across Economy and Infrastructure Services, through matrix management and regular liaison meetings with Service Managers, Business Support Managers and Business Support Officers to ensure consistency of approach and to share good practice.

The role will involve responding to Councillor and MP enquiries relating to service delivery issues and dealing with high level customer complaints.

This role will also undertake day to day performance management, supporting the range charging and trading services, recovering income and debt management.

The role will focus on developing improvements and efficiencies across a range of services and undertaking Business Process Re-engineering of core activities to ensure that they are fit for purpose.

Operational Services manage a variety of fees and charges and have developed various charging methods and income recovery routes that need to be reviewed to improve recovery of debt and to increase income.

Development of reports, including cohesive Cabinet reports undertaking research and identifying best practice, reviewing good practice and developing new ways of working and ways of sharing best practice

Benchmarking to compare neighbouring authorities and how they develop their operational services.

Budget Monitoring and developing a business case for service improvements. Development of change initiatives to improve the way the service is working, monitoring performance and reporting to the relevant programme board on progress.

Provide support to senior managers by applying a high level of technical and specialist knowledge of HR procedures, terms and conditions, financial processes, policy and strategy.

Provide project support and develop and implement change management activities across Environment Services.

Applying data protection legislation together with meeting the requirements of the Freedom of Information Act.