

A Day in the Life.....

Business Support Officer (Parks & Greenspaces Team)

This is a business support role within the Streetscene hub supporting the Parks and Greenspaces Team. It is based at Flint Street in Fartown, but we are currently working from home, with the option to work in the office.

The duties are varied and can change day to day depending on the requirements of the teams. Within Parks and Greenspaces, you will provide support for Forestry and Parks teams, responding to queries from the public, investigating service requests, sending out letters, minuting meetings, and managing email inboxes.

You will use your IT skills to plot trees and find existing trees on the forestry tree database (Ezytreev) to attach emails, photos, screen snips and letters. This will help you to find historic information relating to trees e.g., reinspection dates, historic information/requests, and any works due. You will use your investigative skills to gather information, using maps, street view and land registry. When private trees obstruct highways or footpaths, you will be required to find the landowner and send them a letter (using Hybrid Mail) and invoice them (using SAP) to recoup costs if the council has had to attend. In the case of Council trees being illegally cut or vandalised you will use mail merge to send out a letter to residents.

You will use your customer service skills to respond to SMILE requests, calling people to find out more information, asking them to email pictures or to let them know the outcome of their request - referencing to the Council's Tree Policy.

Organisation within this role is key as you will organise the Forestry email Inbox by changing subject titles of new emails, finding tree IDs, and allocating them to each area or tree inspector. You will also manage the Parks email inbox which includes forwarding emails to relevant officers or teams and providing responses to customers.

For Parks, you will liaise with Parish Councils, Community Groups and Business Owners regarding the provision of Christmas trees and festoons and raise invoices for them, as necessary. You will also provide admin support for parks memorial bench requests, filing information on Teams and raising invoices. The Greenhead Park Community Room bookings are also done via the Park's email inbox where you will manage the diary and send out booking forms.

You will use your admin skills to minute Monthly Health and Safety meetings and Parks Development meetings, schedule meetings and make meeting room bookings if and when required. You will also count the cash at Victoria Tower at Castle Hill and submit the e-returns via the Pay360 software. Other tasks include sending out personnel letters, report proof reading, creating spreadsheets and general IT support.