

## **A Day in the Life.....**

### **Business Support Officer (Environmental Services)**

Most recently, Environmental Health have been responsible for the enforcement of business closures/social distancing during the Covid-19 Pandemic. It is based at Flint Street in Fartown.

You will assist colleagues in a variety of tasks including:

#### Daily tasks in Pollution and Noise Control (PNC):

- Creating new job sheets when customer's complaints are received.
- Sending out information packs for customers to record when the noise happens
- Allocating job sheets to the PNC Officers
- Logging the emails from Planning/KNH for Officers in the PNC Team

#### Daily tasks in Food Safety & Hygiene:

- Logging the Food Registration forms and allocating an inspection to one of the Officers
- Creating new job sheets when customer's complaints are received.
- Producing Export Certificates for businesses to ship food products overseas
- Data cleansing –to try and get our records more accurate

#### Daily tasks in Pest Control:

- Updating and closing off completed job sheets from Kirklees Direct
- Referring jobs on to Yorkshire Water or KNH if there are repair works to be done
- Responding to customers emails in the Pest Control inbox
- Invoicing Commercial businesses/landlords for the Pest Control treatment

#### Coronavirus Inbox:

- We receive complaints from members of the public about businesses being open & trading, and about businesses that don't have adequate social distancing procedures in place. You will be responsible for logging these emails, and allocating them to a Senior Officer within the Food Safety department.

#### General tasks across Environmental Health:

- Call handling
- Printing/scanning (if/when office based)
- Taking payments over the phone using the Paye.Net system

#### IT Systems used in Environmental Health:

- M3
- SMILE
- Paye.Net
- SAP (Purchasing/Invoicing)