



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Business Support Officer - Community Safety
Job Reference	711595
Service	Place & Growth
Team	Community Safety
Location	Shute End/Hybrid
Reports to	Community Safety Manager
Responsible for	None
Grade	5
Contract Type	Permanent
Hours	37

Main Accountabilities	
1.	Work effectively as part of a multi-disciplinary team, working closely with partners to support and contribute to the delivery and development of Community Safety outcomes and priorities.
2.	Actively promote local, regional and national campaigns in the borough including the organisation of promotional events and supporting multi-agency meetings.
3.	Support the design and manage the implementation of local community safety related surveys.
4	Work in partnership with key stakeholders and colleagues to monitor and review community safety promotion performance against key indicators, outcomes, targets and milestones.
5.	Contribute to the design, development, implementation and review of special projects and assigned tasks, ensuring that communications are delivered in a timely manner and meet quality assurance.
6.	Develop co-productive relationships with key community partners, community engagement teams, public health, trading standards, sports and leisure, etc.





7.	Work effectively as part of a multi-disciplinary team, working closely with partners to support and contribute to a Thames Valley wide community safety agenda. Representing Wokingham at meetings as required.
8.	Raise requests for good and services, keeping a record of all expenditure and passing invoices for payment.
9.	Establish and maintain administrative procedures, including managing the administration of Freedom of Information Requests.
10.	In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties will, however, be appropriate to the competencies and grade of the post.

Person Specification	Essential	Desirable
Education/Qualifications	- Familiarity with local government services 5 GCSE level (A*-C) to include English or equivalent (or appropriate experience)	
Experience	- Previous experience of providing information and advice to the public and/or customers - Previous experience in office administration, analyzing data including financial data - Experience in prioritising work, managing time and working under pressure to deliver to deadlines - Knowledge and understanding of social media - Developing relationships across local communities - Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential. - Excellent team working skills	
Skills/Knowledge	- Competent in use of IT and in particular of Microsoft suite of products - Word, Excel, PowerPoint, Outlook. - Attention to detail and accuracy - Communicates effectively with people at different levels - Good organisational skills - Work effectively under pressure in a busy, diverse and demanding work environment - Good listening skills and the ability to assimilate information	





	• Proven ability in capturing, storing and accurately retrieving information to meet service need	
Behaviours/Attributes	• Team Player • Organised and good time management • Able to work autonomously • Respectful and engaging	

Purpose Details	
Service Purpose	The central aim of the Community Safety Team is to improve the safety of local residents and those who work or visit the borough. The Community Safety Partnership has significant responsibilities, including having oversight of the borough's crime reduction, anti-social behaviour and domestic abuse strategy, policy and partnership developments.
Role Purpose	The Business Support post has a key role in ensuring the effectiveness and the smooth running of all subgroups and related boards and task and finish groups. The role will work closely with the Community Safety Manager and other key stakeholders to co-ordinate and ensure effective business support for all delivery groups and related work and business support needs for the Wokingham Community Safety Partnership (CSP). This will include the co-ordinating and distribution of minutes, agendas and circulation of all related papers. Accurate record keeping and file maintenance and invoice monitoring and processing. The role is essential to the Community Safety Team's coverage of a range of statutory meetings and functions. The Business Support post has a key role in ensuring the effectiveness and the smooth running of all subgroups and related boards and task and finish groups. The role will work closely with the Community Safety Manager and other key stakeholders to co-ordinate and ensure effective business support for all delivery groups and related work and business support needs for the Wokingham Community Safety Partnership (CSP). This will include the co-ordinating and distribution of minutes, agendas and circulation of all related papers. Accurate record keeping and file maintenance and invoice monitoring and processing.

Supervision and Relationships	
Supervision Received	Supervised by the Community Safety Manager
Supervision Given	None
Contacts	Thames Valley Police, Royal Berkshire Fire Service, Health, Southeast Probation Service, Children Social Care, Adult Social Care. Housing, Place and Growth, Exec Office. Public Health & CVS, OPCC, Home Office, Ministry of Justice, Ministry of Communities, Housing & Local Government, Home Office.

Resources/Budget Management
N/A





Special Requirements

This role includes coordination of the Prevent Duty inclusive of the administration of Channel Panel

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Disabled Adults	N
Work Environment Details	Shute End/Hybrid





WOKINGHAM
BOROUGH COUNCIL

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced DBS check required
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	25/09/2025
Evaluated by:	Nargis Phagura - AHRBP

