LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

Lancaster City Council - Job Description & Person Specification

Job Title:	National Landscape Business Support Officer	**Grade:**	GGS6	**Job Code:**	LCC956
Service/Team:	Environment & Place/ National Landscape	**Role Type:**	HYBRID	**Reports to:**	Engagement Manager LCC953
Line Manages:	N/A				

Job Overview

To be the business support lead for the Arnside & Silverdale National Landscape Partnership, providing comprehensive financial, administrative, office and practical support, in doing so to support the delivery of the statutory purpose of conserving and enhancing the area as set out in the National Landscape Management Plan 2026-2031.

Direct Responsibilities

- To lead on providing comprehensive financial, administrative, office and practical support for the Arnside & Silverdale National Landscape Partnership, including the delivery of a complex range of projects and programmes (totalling over £1m annually) including the National Landscape core revenue and capital work programmes, Defra's Farming in Protected Landscapes (FiPL) programme, National Lottery Heritage Fund Landscape Connections project, Species Recovery Programme, and others, liaising closely with all members of the National Landscape team and other Council staff and members, funders, grant applicants, partner organisations and stakeholders. To provide specific administrative support to the National Landscape Manager.

- To be responsible for the operation and monitoring of National Landscape revenue and capital budgets
    - To prepare, manage and monitor the budgets, working with Financial Services
    - To ensure accurate processing of creditor and/or debtor invoices, purchase orders, payment requests and the banking of income, including cash and cheques where appropriate, in line with Council financial systems and procedures, and to be a Council Procurement Card holder.
    - To ensure Council procurement procedures are followed
    - To maintain appropriate records and systems to support managers, responsible spending officers and project officers in ensuring proper financial management and control.

- To administer specific contracts for funding bodies, taking responsibility for contract compliance and compiling financial claims, statistical returns and reports to official bodies to meet funding requirements
    - To be responsible for compiling and submitting monitoring reports to Defra and other Funding Bodies which are required as a condition of funding
    - To be responsible for writing and submitting annual reports on activity which are required as a condition of funding
    - To be responsible for completing and submitting interim and final grant claims by stated deadlines to comply with funding agreements
    - To assemble and compile all evidence required for audit purposes to ensure that the requirements of internal and external funders are fully met

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- With relevant partner organisations and the National Landscape Manager, to develop and operate the National Landscape grants fund
    - To publicise and promote the grants fund
    - To liaise with and directly support applicants
    - To assess and process formal applications and liaise with the Grants Panel to enable an efficient and accountable decision-making
    - To allocate and administer grants in accordance with the Terms & Conditions of grant offers
    - To monitor and review the success of the scheme

- With the National Landscape Manager, to ensure the long-term resourcing of National Landscape activities, by identifying appropriate external sources of funding and finance, preparing funding applications and securing external funding, sponsorship and donations from a range of sources where possible. To provide accurate budgetary information to support funding applications, in particular to Defra, Natural England and National Lottery Heritage Fund.

- To take lead responsibility for following and developing systems to ensure the effective, safe and compliant operation and property management of the National Landscape Office and Information Centre at Old Station Building, Arnside and to share responsibility for site security. To be a keyholder for the Office and Information Centre.

- To deal with enquiries, compliments and complaints by telephone, in person, by post, and email regarding the area and the work of the National Landscape Partnership, providing specialist advice, raising awareness and providing guidance, always maintaining a professional customer care approach, including accurate recording/reporting of information wherever appropriate.

- To organise and service a wide range of internal and external meetings and events, including writing formal minutes. To provide specific administrative support for decision-making meetings including the National Landscape Executive Committee, Farming in Protected Landscape Local Assessment Panel and National Landscape Grants Fund Panel.

- To develop and maintain electronic monitoring systems and maintain an up-to-date data, information and evidence base to support project development, delivery and reporting, including compiling data on Key Performance Indicators.

- To ensure compliance with General Data Protection Regulation (GDPR) across the team, maintaining at all times strict confidentiality of personal and sensitive information.

- Liaison with service staff, other service groups of the City Council, outside agencies, farmers and landowners and the public to secure the effective and efficient performance of the National Landscape projects and programmes.

- To update the National Landscape website and social media sites as required, and prepare other communications materials e.g. e-newsletters, leaflets etc. ensuring implementation of National Landscape brand and communications strategy.

- To carry out other duties and responsibilities similar to those listed above when required to do so.

Primary Objectives (Measurable Objectives)

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Some of the key objectives for this job role

1. Provide comprehensive, efficient and effective business support including administrative, financial, office and practical support to the National Landscape Partnership, to enable a high standard of delivery of the complex range of projects and programme, working closely with National Landscape and Council staff, grant applicants, partner organisations, funders and stakeholders
2. To be responsible for the operation and monitoring of National Landscape revenue and capital budgets
3. To administer specific contracts for funding bodies, taking responsibility for contract compliance and compiling financial claims, statistical returns and reports to official bodies to meet funding requirements
4. With relevant partner organisations and the National Landscape Manager, to develop and operate the National Landscape grants fund
5. With the National Landscape Manager, to ensure the long-term resourcing of National Landscape activities, by identifying appropriate external sources of funding and finance, preparing funding applications and securing external funding, sponsorship and donations from a range of sources where possible
6. Effectively and efficiently process all creditor/debtor invoices, purchase orders, payment requests, flexi records and the banking of income etc. as required, and to be a Procurement Card holder
7. Effective office and property management for National Landscape Office and Information Centre
8. Assist with organising and supporting a wide range of meetings and events

Staff Management Responsibilities

This role has no staff management responsibilities.

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Person Specification			
Knowledge & Educational Requirements	**Essential Criteria**	**Desirable Criteria**	**Assessed by:**
Specialised Qualifications & Training	GCSE Grade C or above including English and Mathematics (or equivalent) Level 3 qualifications (or equivalent career experience)	Appropriate qualifications or training relevant to administration and financial management Level 4 qualifications (or equivalent career experience)	App Form, Interview, Certificate
Experience	An excellent track record and extensive experience of financial management, administration and project/organisational support Knowledge of using Microsoft Word, SharePoint and Excel to a high standard Experience of using computerised financial systems to prepare, manage and monitor complex budgets Experience of managing administrative systems Knowledge of the principles of a good customer care practice and the ability to deal politely and efficiently with members of the public and other customers whether by telephone, face to face, or in writing		App Form, Interview
Job Related Skills, Knowledge & Abilities	Good knowledge of office administration systems and preparation of	Knowledge of cash handling, including	App Form, Interview

	professional office documents Detailed knowledge of computerised financial systems and ability to manage and monitor multiple complex operational budgets Good ability to establish and manage administrative and financial management systems Excellent verbal and written communication skills	reconciliation and banking procedures Knowledge of invoice, purchase order, payment request processing and VAT analysis Knowledge of requirements of data protection, GDPR, equality and diversity Knowledge of and interest in agriculture, land management and/or nature conservation	
Personal Attributes	Excellent organisational skills and attention to detail Excellent interpersonal, communication and teamworking skills Able to organise and prioritise own workload in order to meet set deadlines Able to work to a high standard independently and on own initiative Able to demonstrate a strong commitment to ongoing learning and development		App Form, Interview
Special Requirements/Other	This job is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is		App Form, Interview

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	an essential part of the job		

Additional information
Lancaster City Council Specific Knowledge Once in post, demonstrate: Understanding, implementation and adherence to Lancaster City Council's policies and procedures. Understanding, implementation and adherence to Our Values. Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan. General Statement The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role. As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role. Learning and Development You are expected to undertake any training and development appropriate to the current and future needs of the post. Health & Safety at Work All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such. Equal Opportunities Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. Climate Emergency You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency. Community Safety Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility. Safeguarding Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		**Print name:**		**Date:**	

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Manager Signature:		**Print name:**		**Date:**	

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Appendix 1 – Role Types (From Working Arrangements Policy)

Fixed

These roles require a fixed location in order to deliver the responsibilities of the post. Example roles include staff whose base is fixed at Salt Ayre Leisure Centre or our Visitor Information Centres. The roles would not be able to be undertaken anywhere away from this fixed base.

Community

Community based roles are at the heart of our customer service to our residents. These roles such as refuse collectors, joiners, gardeners and electricians perform work within the district and are often mobile on a day-to-day basis. Community based roles will likely have an administrative work base but no fixed desk space is required.

Hybrid

Hybrid roles are roles which do not require a specific work base for responsibilities of the post to be fulfilled. Hybrid roles can be performed at home, at an office zoned hub or at another location of the employee's choice. Hybrid roles can be fully flexible or hybrid fixed rota. The later referring to where the role requires the staff member to be present at a hub or base site at certain times or days of the week due to specific duties e.g., ICT for equipment distribution.

Hybrid – Community/Site Visits Required

Hybrid roles of this nature require visits to sites or customers across the district. Examples of these roles would be an Environmental Health Officer or Planning Officer. These roles can also operate on a fixed rota or a fully flexible basis. The requirements of the role at other times mean that the duties can be completed anywhere and therefore they are agile in nature.

Additional Points/Questions

- For any questions on how to complete the Job Description please contact Nigel Davidson or your relevant HR Business Partner
- Amended Job Descriptions MUST be done in either Tracked Changes or highlighting what has been deleted, amended or added. If this has not been done HR will send the JD back to the relevant manager to complete this process. Using Tracked Changes &/or highlighting significantly speeds up the review process.