



**WATER MANAGEMENT ALLIANCE ARE LOOKING TO RECRUIT A
BUSINESS SUPPORT OFFICER**

ANNUAL SALARY: £23,000 to £30,000, PLUS ATTRACTIVE BENEFITS PACKAGE

An exciting opportunity has arisen to join the Water Management Alliance (WMA) Group of Internal Drainage Boards (IDBs) based in King's Lynn. The WMA Member IDBs are responsible for controlling water levels across 155,000 hectares, situated in and around Norfolk, Suffolk, Lincolnshire and East Sussex. Although the entire area is at considerable theoretical risk of river flooding and inundation from the sea, the actual risk is substantially reduced by the work that we do in partnership with Local Authorities, the Environment Agency, Natural England and local community groups.

As a Business Support Officer, you will be part of the WMA's Administration Team and will report directly to the Chief Executive's PA. You will be responsible for helping provide administrative support services to the WMA Group and its Member Boards. This includes drafting minutes, day to day secretarial, HR and governance matters, assisting with managing risk and compliance across the business, assisting with managing IDB elections, delivering members services to elected and appointed Board members, providing the Chief Executive with PA support and deputising for the Chief Executive's PA as required.

You may already be a PA, HR or governance professional, passionate about providing great services internally and externally, with a healthy respect for local democracy and accountability. The successful candidate will be organised, precise, inquisitive and proactive with a 'can-do' positive attitude and willingness to learn.

The appointment offers a competitive salary depending on qualifications and experience, together with access to Private Medical Care and the Local Government Pension Scheme and 25 days holiday (increasing to 29 days over 5 years) plus Bank Holidays.

For more information about the WMA Group, its Member Boards and this position please visit our website: www.wlma.org.uk or contact Sue Cook, CE's PA on 01553 819628.

Please return your completed application by email to Sue.Cook@wlma.org.uk or directly to the Board's office at Kettlewell House, Austin Fields Industrial Estate, King's Lynn, PE30 1PH, Norfolk.

The **closing date** for receipt of applications is 12 noon on **Monday 21 June 2021**.

We look forward to receiving your application.

Job Description

Job title:	Business Support Officer (WMA)
Team/Section:	Business Support Team
Department:	WMA Administration
Location:	King's Lynn, Norfolk
Responsible to:	Chief Executive's PA
Hours:	Full Time: 37 hours per week
Grade/Salary:	£23,000 to £30,000 (dependent upon qualifications and experience)
Employer:	King's Lynn IDB trading as the Water Management Alliance

Context

Internal Drainage Boards ("IDBs") are local public authorities that manage flood risk and land drainage within areas of special drainage need in England. Each IDB has permissive powers to undertake water management activities within their Internal Drainage District. The purpose of delivering this work is to reduce flood risk to people and property and to manage water in a way that meets the local needs of business and agriculture, including during times of drought, whilst also dealing with its obligations and commitments to the environment. IDBs exercise a general power of supervision over all matters relating to water level management within their district whilst conducting their work in accordance with a number of general environmental duties and promoting the ecological wellbeing of their districts.

The **Business Support Team** is an essential function within the Water Management Alliance, providing administrative services internally, for the 6 Member Internal Drainage Boards, the WMA Consortium and Pevensey & Cuckmere Water Level Management Board.

As **Business Support Officer** you will work in our small and friendly team on all aspects of administration duties within the Water Management Alliance and efficient coordination of all Board matters and meetings. You will support the CE's PA, proactively contributing to establish a high performing team who recognise and promote best practice, delivering consistent quality throughout the business.

Main Responsibilities

The Business Support Officer role is interesting and varied, you are likely to be one of the first points of contact with people both inside and outside the organisation. Responsibilities will include, but not be limited to:

- Reception duties, including answering the telephone, screening calls, assisting members of the public with enquiries and welcoming visitors
- Managing all aspects of Board member services, maintaining the lists of members, their contact details, and declarations of interest
- Coordinating Board and Committee meetings, drafting accurate minutes within an agreed timeframe and ensuring actions are completed
- Maintaining the Policy Register, ensuring all policies and procedures are reviewed and updated at the appropriate time
- Organising and maintaining diaries, making appointments
- Responding to incoming correspondence, producing letters to a high professional standard
- Using a variety of software packages, produce documents, briefing papers, reports, and presentations
- Managing incoming and outgoing post, maintaining accurate postal records
- Organising and attending meetings, ensuring the Business Support Team is well prepared and represented
- Liaising with ratepayers, Board members, staff, and other partners/ key stakeholders
- Efficient and effective ordering of stationery for all sites, maintaining appropriate supplies and keeping accurate stocktake records
- Scanning, printing, organising, and filing of paperwork, correspondence, reports, and documents, whether digitally or manual filing systems
- Maintaining accurate staff training records, coordinating training courses and attendance
- Travelling to and working from any of the district offices within the Water Management Alliance as required
- Arranging travel, accommodation and meeting venues as required
- Actively promoting and achieving Health and Safety objectives within the team and wider business
- Deputising for the CE's PA when required
- Developing knowledge through continuous professional development

Person Specification	
Qualifications/ Experience	
Essential	Desirable
<ul style="list-style-type: none"> Competent IT skills including Microsoft packages (Word, Outlook, Excel, Access) and Adobe Acrobat Experienced in, or high aptitude for clerical administration and organisation Effective and accurate minute taking skills Proven experience requiring excellent written and oral communication (report and letter writing, polite and pleasant, confident telephone manner) A full and valid UK driving licence 	<ul style="list-style-type: none"> Hold or be working towards a relevant professional qualification, for example: HR, legal, secretarial, or administrative Experience working in a professional, customer facing environment Experienced in working to set procedures and guidelines
Skills/Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> Honest and trustworthy with personal integrity A consistent well-presented, positive, polite, and professional manner Ability to prioritise and organise workloads to meet deadlines whilst maintaining excellent attention to detail and accuracy. Flexible and adaptable to juggle a range of different tasks and work additional hours to meet business needs. Understand how and when to use discretion when handling confidential matters Able to work professionally with others at all levels, both internally and externally 	<ul style="list-style-type: none"> An understanding of the local government structure and working within a democratic process An interest in the natural environment and sustainability Ability to work independently using own initiative and as part of a strong team A good knowledge of the geographical area covered by the Water Management Alliance

Additional Information
<ul style="list-style-type: none">• Hours of work Monday to Thursday 8.30am-5.00pm and Friday 8.30am-4.30pm with one hour for lunch• Occasional business travel will be required• 24 days holiday, rising in increments to 29 days after 6 years continuous service Plus 8 days Bank Holiday• Access to Private Medical Scheme• Access to the Local Government Pension Scheme (Norfolk Pension Fund)• Free onsite parking

Declaration and acknowledgement	
I confirm that, as of the date stated below, the information in this job description is accurate and reflects the requirement of the role. Please note the details of the job description should be updated should substantive changes to the role occur or be proposed.	
Line Manager:	Sue Cook
Position:	Chief Executive's PA (WMA)
Date:	28/05/2021