

# BUSINESS INTELLIGENCE AND TECHNICAL SUPPORT OFFICER Applicant Recruitment Pack

Sefton is a really great place to live and work



# Welcome

Hi,

We would like to thank you for your interest in the Business Intelligence and Technical Support Officer role within Merseyside Environmental Advisory (MEAS), a shared local authority environmental service hosted by Sefton Council.

MEAS covers the districts of Halton, Knowsley, Liverpool, St. Helens, Sefton and Wirral districts individually, and also provides a City Region overview. Our work is focussed on regulatory and statutory support to the Councils on environmental matters. We provide advice in a variety of ways ranging from preparing policy, developing and implementing projects, monitoring sites and reviewing planning applications and completing environmental assessments.

We are seeking an experienced Business Intelligence and Technical Support Officer, with a range of relevant administrative, personnel and finance skills. You must have a proven ability to work as part of a small team. You should also be able to support on-going, efficient service delivery for management and technical officers. Substantial practical experience of general administration, financial management, time analysis and performance reporting and dealing with confidential personnel matters is required.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!

Lucy Atkinson (Environment Manager)



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## About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



## Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

## Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded



Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at [www.sefton.gov.uk](http://www.sefton.gov.uk)

## An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

## Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

### What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.



You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

### **Annual Leave and Work-Life Balance**

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

### **Learning, Development and Career Progression**

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

### **Health, Wellbeing and Support**

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

### **Family-Friendly and Inclusive Policies**

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.

- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

### Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

### Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

### About the Role

This is a business-critical role at the heart of MEAS, providing business intelligence, technical support and administration for the effective and efficient operation of the service to support delivery of business priorities and Legal Agreements. You will be the first point of contact for many internal and external stakeholders, managing a fast-paced workload with professionalism, discretion and confidence.

You will also provide support to the MEAS Management Team and other technical officers. This role requires someone who thrives in a dynamic environment, can anticipate needs and has an organised approach to managing different priorities.

The key responsibilities include:

- Technical business support activities including: operation & maintenance of information management systems to support monitoring and performance functions, development management functions and other bespoke data and information management requests.



- Supporting the MEAS team on personnel and human resource queries.
- Responsibility for financial management, monitoring and reporting support activities for the Service.
- Providing IT support and assist with the provision of IT solutions to support Core Service delivery

This role suits someone who is passionate about delivering work efficiently, is committed to maintaining high standards, and confident working both independently and collaboratively to support our skilled team.

Please see **Appendix A (pages 10-15)** for a full copy of the Job Description and Person Specification.

## Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

### 1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

### 2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

### 3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

### 4. Highlight Your Achievements



- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

#### **5. Be Clear About Qualifications and Training**

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

#### **6. Showcase Transferable Skills**

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.
- Provide examples that demonstrate these effectively.

#### **7. Check Your Application Carefully**

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

#### **8. Submit Your Application Before the Deadline**

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

#### **9. Prepare for Potential Next Steps**

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

## **Application and Selection Information**

The closing date for this vacancy is Friday 12<sup>th</sup> June 2026 (or earlier in the event of high volume of applications being received).

Provisional interview dates are week commencing 22<sup>nd</sup> June 2026.



We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

**Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.**

## Appendix A – Job Description and Person Specification

### Post: Business Intelligence and Technical Support Officer

<b>Directorate:</b>	Place, Built Environment
<b>Location:</b>	Court Hey Park, Knowsley and Magdalen House, Bootle, L20 3NJ
<b>Division:</b>	Merseyside Environmental Advisory Service
<b>Post:</b>	<b>Business Intelligence and Technical Support Officer</b>
<b>Grade:</b>	G £32,597 to £36,363
<b>Reporting to:</b>	Environment Manager

### Purpose of the Role

Provide business intelligence, technical support and administration for the effective and efficient operation of MEAS to support delivery of business priorities and Legal Agreements.

### MAIN DUTIES

#### General

1. As part of the technical support function of MEAS work closely with the MEAS Management Team and Technical Officers to identify data and information issues and propose solutions for the efficient operation of MEAS.

#### Technical Duties



2. Undertake business support activities for MEAS including; maintenance of records / office systems, ordering of materials and services, invoicing for charged services, support to external enquirers, filing and photocopying.
3. Operate, maintain and develop up-to-date, user friendly databases and information management systems to support the efficiency of MEAS monitoring and performance functions with lead responsibility for time data analysis and systems. Produce statistical outputs for the Director, Management Team and Local Authority customers.
4. Be responsible for the efficient operation of monitoring solutions and systems for efficient data and information management across the Service in close liaison with Service users, Sefton IT policy and national government IT standards to support the delivery of MEAS Core Services.
5. In close co-operation with other MEAS technical support officers and the Management Team take the lead for the efficient operation of the MEAS development management function including booking in of cases, liaison with Local Authority technical support, completion and monitoring of casework databases.
6. Service bespoke data, evidence and information requests from the MEAS Management Team and, where agreed, with customers.
7. As part of the technical support team, be the primary point of contact for customers and the public to respond to routine enquiries.
8. Support the operation of MEAS in compliance with data protection and information management regulations and policies.
9. Provide support to MEAS officers such as arranging meetings and venues and circulating papers.

10. Provide IT support and assist with the provision of IT solutions to support Core Service delivery.
11. Be the initial point of contact for office maintenance and issue identification in liaison with facilities management for both the main office and the BioBank Barn.
12. Maintain inventories for insurance purposes.

### **Personnel**

13. Support the MEAS team on personnel and human resource queries as required.

### **Finance duties**

14. Be responsible, in close liaison with other members of the technical support team, for calculating of costs for services provided with particular reference to projects and discretionary advice services according to the MEAS charging policy in operation.
15. Be responsible for financial management, monitoring and reporting support activities for the Service through development and maintenance of systems and records for the Management Team and Director including AGRESSO (and other finance systems), timely and accurate billing of customers, the management of Petty Cash and reconciling of income and expenditure records in accordance with the policies and requirements of Finance Department.

### **Other**

16. Carry out such other duties of a similar nature as may be required from time to time.
17. Participate in effective employee relations and undertake appropriate departmental training courses to improvement effectiveness in tasks set.

### **SPECIAL CONDITIONS**

Occasional work outside normal hours is required.



## **GENERAL REQUIREMENTS**

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

**Note:** Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.



## PERSON SPECIFICATION

**Post:** Business Intelligence and Technical Support Officer  
**Department:** Merseyside Environmental Advisory Service

<b>PERSONAL ATTRIBUTES REQUIRED</b>	Essential (E) or Desirable (D)	Assessment Method
<b><u>Qualifications</u></b>		
1. A broad educational base, including English and numeracy qualifications	E	A, Cert.
2. IT training qualification or demonstrable skills in IT, especially word processing, databases and spreadsheets	E	A, Cert.
<b><u>Experience</u></b>		
1. Relevant experience in public / business administration in an office environment including minute taking.	E	A, I
2. Experience of Local Government, especially related to the environment and planning.	D	A, I
3. Experience of spreadsheets, data handling, analysis and interpretation.	E	A, I
4. Demonstrable experience of administrative systems and procedures including supporting meetings.	E	A, I
5. Financial management and project monitoring procedures.	E	A, I
<b><u>Knowledge/Skills/Abilities</u></b>		
1. Ability to work effectively both as part of a team and on own initiative.	E	A, I
2. Ability to communicate verbally and in writing with partners and members of the public.	E	A, I



3. Ability to maintain accurate records and good organisational skills.	E	A, I
4. Ability to achieve agreed deadlines and targets and able to work under pressure.	E	A, I
5. Ability to operate, develop and monitor financial systems and procedures.	E	A, I
6. A general knowledge and interest in the environment.	D	A, I
7. Keyboard and database skills.	E	A
<b><u>Special Conditions</u></b>		
1. Prepared to work occasional evenings and weekends.	D	A, I

Assessment Method Key: A: Application Form, Cert.: Certificate, I: Interview, P: Presentation, I (reports): reports brought to interview.

Note: Candidates are encouraged to pay particular attention to the structure and requirements of the Person Specification when completing the application form.

**Prepared by: Alan Jemmett, Director (MEAS)**

**Date: 20<sup>th</sup> July 2018**

