



# South Tyneside Council

## ECONOMIC REGENERATION

### JOB DESCRIPTION

**POST TITLE:** Technical Support Officer

**GRADE:** Band 5

**RESPONSIBLE TO:** Senior Technical Support Officer

#### Overall Objectives of the Post:

To manage demand on professional functions across Development Services through the principles of effective demand management. To provide customer focussed technical support including monitoring of customer contacts, first tier investigation, and processing of customer requests in relation to Development Services functions.

#### Key Tasks of the Post:

1. ***You be responsible for dealing with day to day customer contacts via all mediums. You will:***
  - Monitor and respond to all incoming enquiries, signposting where possible and encourage customers to self-help where possible.
  - Process applications in relation to licensing including dissemination to relevant agencies and organisations, taking payments for applications and issuing licences.
  - Provide cover to the Licensing taxi office as and when required.
  - Undertake all necessary work to effectively operate the Council's cycle to Work Scheme
  - Provide necessary assistance in the delivery of key project work within Development Services.
  - Generate reports for required statistical data in an efficient and timely manner.
  - Generate and format any reports including those required for Planning Committee.
  - Establish and maintain effective working relationships with the Council's Business Support function.
  - Update and maintain the relevant webpages for Development Services.
  - Undertake any sampling programmes required within the service, including food sampling and test purchasing.
  - Carry out initial investigations of potential breaches of legislation and determine where appropriate the need for escalation to relevant operational business units.
  - Ensure relevant site and public notices are displayed and subsequently removed.
  - Act as a conduit for all Freedom of Information requests, corporate feedback, Elected Member and MP enquiries.
  - To carry out appropriate testing of future software database development as and when required.

- Assist in day time and out of hours enforcement, as and when required.
- Respond to customer enquiries/complaints.
- Oversee the provision and maintenance of centralised stationery.
- Assist in the preparation of prosecution files and case papers for Court, appeals and reviews.
- Provide support to the safety advisory group as and when required.

**2. *You will consistently demonstrate the personal qualities and behaviours required of a Technical Support Officer. You must:***

- Carry out all of your work to the highest professional standards and in accordance with the Council's policies and procedures in order to provide an excellent standard of service to the Council's customers and to enable the Council to meet its objectives.
- Take responsibility and accountability for your performance.
- Work in a positive and co-operative manner with other members of the Team.
- Treat fellow team members, customers and colleagues with respect and dignity.
- Reflect the Council's values in daily contact with partners, stakeholders and customers.
- Recognise the achievements of team members and effectively deal with poor performance.
- Be a champion for Development Services and a source of support and encouragement for colleagues.
- Demonstrate excellent problem solving abilities, an attitude towards delivering service goals and a pragmatic approach to daily tasks.
- Consistently strive towards making a difference in the quality and impact of services delivered by the Service.
- Effectively work with colleagues across Development Services to exploit opportunities for greater synergies and efficient ways of working.
- Contribute positively to team meetings.
- Demonstrate total professionalism, propriety and value equality and diversity.

**You will progressively develop your skills, competences and experience, and maintaining an in-depth understanding of the environment in which the service operates.**

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: SW/CL

Date: 15.02.18