



South Tyneside Council

ECONOMIC REGENERATION

JOB DESCRIPTION

POST TITLE: Technical Assistant

GRADE: Band 4 (Subject to Job Evaluation)

RESPONSIBLE TO: Senior Technical Support Officer/Operations Manager - Resilience

Overall Objectives of the Post:

To manage demand on professional functions across Development Services through the principles of effective demand management. To provide technical assistance to all operations units within Development Services.

Key Tasks of the Post:

1. *You be responsible for providing assistance within Development Services. You will:*

- Assist with incoming enquiries, signposting where possible and encourage customers to self-help where possible.
- Provide support to the licensing function in processing applications.
- Undertake all necessary work to effectively operate the Council's Cycle to Work Scheme
- Support the Development Management Team in validation of planning applications and the preparation and issuing of tree preservation orders.
- Provide necessary assistance in the delivery of key project work within Development Services.
- Generate and format any reports including those required for Planning Committee.
- Update and maintain the relevant webpages for Development Services.
- Assist with delivery of Environmental Health duties including food business registration and alternative intervention inspections.
- Assist the Technical Support Officers in carrying out initial investigations of potential breaches of legislation.
- Ensure relevant site and public notices are displayed and subsequently removed.
- Carry out appropriate testing of future software database development, as and when required.
- Assist in day time and out of hour's 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.

2. *You will consistently demonstrate the personal qualities and behaviours required of a Technical Assistant. 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/KDS

Date: 15/02/2018