

Job Description

Job Title: Apprentice Technical Support Officer

Salary: First year of apprenticeship £3.70 per hour

£7138 - Living wage applies to 19 years and over following successful completion of first year

Directorate: Economy and Place

Duration 2 years

Purpose:

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship and provide technical support in the delivery of services including grounds maintenance, horticulture, cemeteries, street cleansing and wastes management.

Main Duties and Responsibilities:

- To work with community groups, oversee and manage amenity horticultural functions, assist/support service areas and groups regarding the horticultural features and sports pitch development.
- Assist in the production of works programme and quality standards for achieving and maintaining Green Flag, Bloom and Horticultural Awards.
- To assist in the management of the allotments/leisure garden provision functions of the Section, working with allotment societies and individuals to improve sites and encourage self- management.
- Maintain inventories and databases, update asset plans, customer service data and work processes and procedures. Advise on land/housing and adoptions, planning applications.
- Assist with the production/negotiations with trade waste contracts, school SLA's and other rechargeable works.

- Raises procurement requests for all area service teams to facilitate efficient delivery of service.
- Monitors staff attendance and identifies where trigger levels are reached/trends appear. Monitors follow-up action by service managers.
- Collates flycapture and environmental quality enforcement information/statistics and submits regulatory returns and/or provides management out-turn reports.
- Co-ordinates and monitors spend on capital projects (i.e. play – Section 106 contributions) and schemes.
- Arranges PAT testing of all equipment.
- Undertake quality assurance and compliance audits and inspections and support operational team to drive improvement.
- Assist and co-ordinate community involvement with internal and external bodies
- To assist and support the Arboricultural Officer and Arbor Team with tree inspections, requests for service/complaints and co-ordination of works programmes.
- To provide assistance and support to Friends Groups and attend meetings when required.
- Assist with works programmes, provide evidence and support works undertaken by various third sector and voluntary teams e.g. Probation Services, Durham Wildlife Trust, Springboard and CEED.
- Assist with general requests for service/complaints/councillor requests, provide verbal and written responses as appropriate.
- Assist with the development of individual Parks/Allotment Management Plans.
- Check that GIS plans are correct and amend if required.
- Provide regular updates for inclusion on the Council web site.
- Support marketing and publicity activity related to the service area.
- Assist in the maintenance and arrange/co-ordinate trade contracts, supply waste transfer notices to trade customers, raise invoices and deal with queries and requests. Provide estimates and assist with land ownership checks.

- Provide detail for school SLA's, rechargeable works, ensuring worksheets are amended, accurate and fit for purpose.
- Liaise with operational management/teams to ensure requested works are undertaken as per contract/SLA.
- Assist in the production and updating of operational handbooks, undertake risk assessments, quality assurance audits, compliance inspections and produce reports.
- Provide and collate relevant statistics and timely report on customer responses, contract/SLA performance, service provision/development and performance indicators and other relevant issues.
- Assist in the achievement and maintenance of quality assurance systems, processes and procedures.
- SRM User, maintains files/storage of data. Annual review of documents held to fit in with Information Governance requirements.
- Ensure maximum and minimum levels of materials and equipment are available and are fit for purpose. Ensure COSHH assessments are carried out where appropriate to do so.
- Provide and collate relevant statistics and timely reports on customer responses, contract/SA performance, service provision/development and performance indicators and other relevant issues.
- Assist in the implementation and maintenance of and compliance with quality assurance systems, processes and procedures, i.e. asset registers, information governance and associated retention schedules.
- To demonstrate a commitment to developing personal skills in accordance with the apprentice framework.
- To meet deadlines associated to progression through the full apprenticeship period.
- To complete assignments/projects which relate to the apprenticeship framework to meet target dates.
- To treat all information gathered, either electronically or manually in a confidential manner.

General Information:

- A staff uniform is provided which should be worn at all times.

- Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.
- Comply with the principles and requirements of the Freedom of Information Act 2000
- Comply with the Council's information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.
- Carry out duties with full regard to the Council's Equality policies, Code of Conduct and all other Council policies.
- Comply with the Council's Health and Safety policy, rules and regulations and with Health and Safety legislation.
- Comply with the principles and requirements in relation to the management of Council records and information ; respect the privacy and personal information held by the Council.

Date: July 2018

Person Specification

Job Title: Apprentice Technical Support Officer
Salary Grade: Apprentice grade
Directorate: Economy and Place

Essential Requirements	Method of Assessment
Experience/Education/Training <ul style="list-style-type: none"> Numeracy and literacy skills Commitment to attend appropriate training to obtain Level 3 Business Administration Participate in and complete the in-house training programme. 	Application Form/ Interview
Skills/knowledge and Ability <p>Be able to develop knowledge and experience of:-</p> <ul style="list-style-type: none"> All aspects of environmental maintenance delivered by the service. All aspects of service delivery to afford technical support and ensure compliance with agreed policies and procedures. Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information. Able to work effectively within a busy team environment, or independently. Able to effectively use a PC to prepare documents, record information or input data. Be able to provide excellent customer service by being able to delight customers, and deliver high quality tailored services to meet needs and exceed expectations. Able to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. Able to work with basic facts and figures. Able to work at a fast pace. 	Application Form/ Interview/ Online assessment
Work related circumstances <ul style="list-style-type: none"> Ability to meet the travel requirements of the post Ability to work outside of normal working hours to meet the needs of the service. Compliance with health and safety rules, regulations and 	Application Form/ Interview

legislation	
<ul style="list-style-type: none">• Ability to undertake training• Commitment to Equal opportunities	