

**Job Description**

**Job Title:** Technical Support Apprentice

**Salary Grade:** Apprentice Grade

**Job Family:** Business Support

**Work Environment:** Office Based/Agile

**Reports to:** Service Manager

**Number of Reports:** N/A

**Purpose:**

To provide technical support within Environmental Services in accordance with developed systems, statutory procedures, legislation, corporate standards and policies.

Some transactional functions will be required, for example, inputting financial data.

**Key Responsibilities:**

* Categorise and organise activities in line with the priorities provided by the Technical Team.
* Provide a range of support functions to support the delivery of the service.
* Identify, collect, verify, collate and categorise basic information or technical data for use by others.
* Input and amend data including financial information, records and reports using automated software or standard templates to meet service requirements.
* Provide basic information and support to clients, customers and colleagues to support the efficient and effective running of the service.
* Forward complex requests to technical officers for clarification.
* Maintain relevant records as required by the service.
* To develop excellent working relationships with colleagues and support them when required.
* To develop excellent working relationships with customers and positively engage in team meetings.
* To develop an understanding and awareness of legislation, statutory requirements, procedures and policies underpinning the work of the service..
* The post holder is responsible for maintaining their own portfolio, ensuring all units are completed as set out by the training body.
* The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Councils Health and Safety rules and regulations and with Health and Safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
* The post holder must comply with principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

**Date: July 2020**