



## **Job profile**

### **Trainee Technician**

### **Grade B/C**

**Group:** Housing, Environment and Healthy Communities

**Service:** Highways and Waste

**Location:** Civic Centre

**Line Manager:** Team Leader

**Car User Status:** Casual

#### **Job Purpose**

To provide technical support in relation to the activities of the Transport Strategy Service

#### **The key roles of this post will include:**

1. To provide technical support to Engineers and Technicians to ensure an effective and efficient service is provided.
2. To update manual and computerised records to ensure a high level of accuracy is maintained and data and reports are produced as and when required.
3. To assist in the coordination of team activities in accordance with agreed Council strategies and priorities and to ensure adherence to financial objectives.
4. To carry out site inspections under the supervision of Engineers and Technicians.
5. To provide a high level of customer service to service users, members of the public and external organisations, via telephone, letter, e mail and in person to ensure an ongoing provision of a high quality service.
6. To undertake other duties commensurate with the post grade.



## Knowledge & Qualifications

### Essential:

#### Experience

- Good organisational skills
- Effective numeracy, literacy, IT and communication skills.

#### Qualifications

- Minimum of 5 GCSE's at Grade 4 or grade C or above (or equivalent relevant experience)

### Desirable:

#### Knowledge

- Transport and Civil Engineering Protocols

#### Experience

- Appropriate IT software (AutoCAD, Microsoft applications)
- Working in a public service or technical office environment.

#### Qualifications

- Relevant qualifications in a technical discipline
- Current driving licence, access to a car or means to mobility support.



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences