



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

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