



## **Job profile**

### **Job title**

## **Technical Support Manager**

### **Grade H**

**Group: Economy, Innovation and Growth**

**Service: Planning, Strategic Transport, Climate Change and Public Protection**

**Location: Civic Centre**

**Line Manager: Development Manager**

**Car User Status: N/A**

### **Job Purpose**

To manage the Technical Support team to provide high quality, efficient technical support to the Development Management and Building Control teams and be an effective member of the DM/BC management team. To maximise opportunities for communication and customer interaction systems and processes to ensure best practice for the validation and processing of all Planning and Building Control applications.

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

1. To manage the Development Management and Building Control Technical Support team to provide a modern, integrated and efficient support service including performance, training and development needs of staff in accordance with the Councils procedures.
2. To take a lead role in reviewing processes and procedures to ensure that maximum efficiency is gained from IT systems. Maximising the opportunities provided by the BC and Planning IT systems for service users, to deliver consistent and at point of delivery outcomes. Ensures the teams effective use of Planning Service software, including scanning and indexing software, and GIS. Contributes to further development of systems and attends user groups as appropriate. To act as system supervisor for IT systems and project manager of the IDOX/Workflow360 computer systems or any subsequent systems.
3. Be responsible for the production of management information reports to enable effective performance management to take place within the teams including the collection and supply of information for statutory and non-statutory returns.



4. To contribute to the development of service improvement initiatives, together with other services and be part of the Management Team
5. To undertake such other duties and responsibilities commensurate with the nature of the post.



## **Knowledge & Qualifications**

### **Essential:**

#### Knowledge

1. Good IT skills
2. Technical knowledge of PC, server and network-based systems
3. Good organisational skills.
4. Understanding of and focus on customer care

#### Experience

1. At least 2 years management experience of a support team.
2. at least 2 years' experience processing financial transactions
3. experience producing management information and performance reports.
4. experience of undertaking process review/improvement.

#### Qualifications

1. Five GCSE's (or equivalent) including English Language and maths

### **Desirable:**

#### Knowledge

1. Knowledge of the IDOX/workflow 360 systems
2. Knowledge of Planning and Building Regulations legislation, procedure and practice.
3. knowledge of GDPR/FOI and information management.

#### Experience

1. Experience in a customer care role



## 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
<b>Developing Teams and Individuals</b>	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
<b>Managing Performance</b>	Effectively manages the performance of teams and individuals to ensure results are achieved
<b>Personal Impact</b>	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
<b>Making things happen</b>	Empowers people to initiate change. Supports innovative ideas and new ways of working