Post Title: Technical Support Officer	**Director/Service/Sector** - Regeneration, Commercial & Economy / Housing and Public Protection / Public Protection / Technical Support Team	**Office Use**
Band: 4	**Workplace:** West Hartford	**JE ref:** 986
Responsible to: Technical Support Manager	**Date:** January 2020	**HRMS ref:**

Job Purpose:

To provide effective technical and administrative support to senior staff.

To Provide a Triage service for Public Protection, providing high quality first line advice for residents of Northumberland

To input contacts with the Service onto software system/database used by the Service

To be the initial contact point for the majority of complaints/requests for service and to appropriately action.

To assist in service delivery, including maintenance of IT systems, processing of invoices, samples, mail and ordering.

Procure and receive goods and services in support of the service.

Where necessary to participate in enforcement activities

Resources	Staff	Limited supervision of modern apprentices
	Finance	Some shared responsibility for handling payments, processing invoices
	Physical	Day-to-day responsibility for allocated resources, PC, office equipment etc.
	Clients	Frequent contact with service users, Elected Members and the public and officers across Public Protection

Duties and key result areas:

1. Undertake the full range of technical and administrative support for the Public Protection Service as necessary.
2. To be the first point of contact for members of the public, business and others with the Service.
3. Provide a Triage service for Public Protection, providing high quality first line advice for residents of Northumberland.
4. Effectively respond to and deal with routine written, telephone, electronic and personal service enquiries from members of the public, professionals and other interested parties, providing service users with information that satisfies their need. This to be undertaken in accordance with the service's established procedures and quality standards.
5. Maintain appropriate work records relating to the work within the area to the required service standards, observing data protection and confidentiality rules and procedures.
6. Undertake information gathering, data analysis, etc. using ICT systems, in accordance with service procedures, to assist in the production of timely and accurate. management information and statistical returns. This research to include monitoring customer care feedback.
7. Assist with research, investigations, enforcement activities, assignments, caseload under the direction of senior staff.
8. To receive goods and services and process invoices for payment, in accordance with financial procedures and regulations and maintain an effective system of financial control for the team, including, ordering, invoicing, purchasing and maintenance of financial records, etc. in accordance with the Council's financial regulations and in consultation with the team manager.
9. To assist in the monitoring of relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.
10. Assist the Tech Support Manager to administer the post system, including the opening, scanning, registering and distribution of incoming, internal and out-going mail.
11. Monitor and maintain adequate supplies of departmental stationery, forms, paper and re-ordering when necessary.
12. Actively apply policies, procedures, strategies and effective communication to bring the service's business plans and objectives into effect
13. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high quality services.
14. Provide administrative support for meetings for specific areas of the Service for example LMAPs meetings and the typing up thereof.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.	
Transport requirements:	Mainly office based but occasional travel to work sites, area offices, premises or training venues, throughout the County
Working patterns:	Normal office hours but flexi-hours may apply, if cover provided by team members.
Working conditions:	Occasional requirement to work outdoors.

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Essential	**Desirable**	**Assess by**

Qualifications and Knowledge		
Administration Qualification ie NVQ Level 3 or equivalent Good standard of general education with evidence of competence in literacy and numeracy. Knowledge of the procedural and practical issues relating to the Public Protection service. Understands the relationship between costs, quality, customer care and performance. Comprehensive understanding of Microsoft office tools Good understanding of Civica software	Trained in IT systems for Public Protection services Understands the diverse functions of a large complex public sector organisation.	
Experience		
Experience in assisting senior colleagues with a view to maintaining procedures service standards Experience in applying a range of relevant methods, techniques and/or systems, policies and procedures. Recent previous experience in dealing with relevant service users in a similar context. Experience in engaging effectively with other staff, officers, Elected Members and the public and building productive partnerships.	Experience in the range of Public Protection services and management. Experience of environmental health enforcement procedures. Experience in Environmental Health and Trading Standards sampling and/or enforcement procedures	
Skills and competencies		
Effective IT skills and able to use ITC to achieve work objectives. Excellent customer service skills. Understanding of Public Protection software systems. Numerate with good communication skills Highly organised and can adopt a logical and rational approach to prioritising workloads. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps senior managers create a positive work culture in which diverse, individual contributions and perspectives are valued	Skilled in the use of I.T. software related to specialist public protection services	
Physical, mental and emotional demands		
Normally works from a seated position with some need to walk, bend or carry items. Visual attention and mental concentration for lengthy periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others. Need to maintain general awareness with lengthy periods of enhanced concentration. Contact with public/clients in dispute with the County Council.		

Other	
Able to occasionally undertake evening early morning work and weekends	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits.