 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance Development and Regeneration		Service Area: Inclusive Growth and Development	
JOB TITLE: Technical Administration Assistant			
GRADE: E			
REPORTING TO: Business Support Team Leader			
1.	JOB SUMMARY:		
	To be responsible to the Business Support Team Leader, providing daily administrative and technical support to the Council's Planning Services section and wider Inclusive Growth and Development service area		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To assist in providing an efficient, professional and customer focused administration support service, using relevant software systems within the organisation.	
	2.	To undertake a range of administrative duties that will include: <ul style="list-style-type: none"> • Recording and processing of on-line planning applications. • Processing both Customer and Consultee comments for planning applications. • Inserting data and information relating to planning application • Processing administrative tasks relating to planning applications • Processing on-line payments. • Ordering supplies and services. • Raising requisitions and receipting of invoices. • Dealing with queries by telephone and email. 	
	3.	To handle information confidentially, ensure it is stored securely, maintained and retained appropriately in line with the relevant legislation and council policy.	
	4.	Provide and be flexible in covering the Business Support administration services as part of the day to day running of a busy team and be a point of contact for administration support.	
	5.	To ensure all tasks are completed to a high standard.	
	6.	To assist in training of new staff as and when required.	
	7.	To demonstrate a commitment to your own personal development and undertake any training that is deemed necessary to meet the responsibilities of this role.	

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)



PERSON SPECIFICATION


Job Title/Grade	Technical Administration Assistant	
Directorate / Service Area	Finance Development and Regeneration	Inclusive Growth and Development
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	5 GCSE's at Grade C/4 or above, including Maths and English. NVQ Business Administration Level 3, or equivalent related work experience.		Application form
Experience	Experience in general administration duties. Experience in working with members of the public. Experience in using financial systems and software.	A basic understanding of the Planning process. Knowledge and understanding of Local Government Experience of customer services framework	Application form/Interview

<p>Knowledge & Skills</p>	<p>Good ICT Skills including the ability to use Microsoft Office e.g Outlook, Word and Excel.</p> <p>Ability to work independently and follow instruction on any delegated tasks.</p> <p>Ability to organise and manage own workload, working effectively to timescales/deadlines.</p> <p>Be competent at Maths and have the ability to copy, enter and transfer data/information accurately.</p> <p>Excellent oral and written communication skills and have the ability to deal in a professional manner with members of the public and Elected Members.</p> <p>Ability to work well in a team and be flexible to the needs of the role.</p> <p>Ability to work on own initiative.</p>	<p>An understanding of the Council's core values and objectives</p> <p>Experience of data entry and document management systems</p>	<p>Application form/Interview/Selection Process/Pre-employment checks</p>
<p>Specific behaviours relevant to the post</p>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Customer Focus to deliver customer service excellence.</p> <p>Committed to own personal development.</p> <p>Flexible approach to work.</p> <p>High personal standards and self discipline.</p>		<p>Application form/Interview/Selection Process/Pre-employment checks</p>

	Motivated and a positive attitude.		
Other requirements			

Person Specification dated July 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance Development and Regeneration Directorate	SERVICE AREA: Planning Services
JOB TITLE: Technical Administration Assistant	
GRADE: E	
JOB LOCATION / BUILDING: Municipal Building	
REPORTING TO: Business Support Team Leader	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

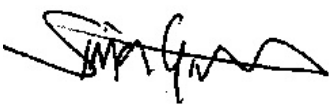
Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		X

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		X
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		X

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		X
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		X
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		X
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		X

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		X
<p>Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		X
<p>Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i></p>		X
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>	X	
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	X	
<p>Any Other: Please identify any other known risks associated with this job role. Officers may occasionally be required to climb ladders and scaffolding to investigate alleged breaches of planning control.</p>		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: 

Date: 7/8/23

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department:

Occupational.Health@stockton.gov.uk