

Job Description

Job title	Customer Enabling Services Technical Assistant
Salary, Grade and SCP	Grade 3 – SCP 7 to 11
Service/Team	Customer Enabling Services
Responsible to	Customer Enabling Services Manager
Responsible for staff/equipment	N/A
Main purpose of job	To provide technical transactional support as directed by the Customer Enabling Services Manager. Undertake technical transactional functions, for example, processing/inputting financial and non-financial data, indexing documents, maintain and update data across a range of software systems. May be required to work in a variety of locations covering different functions as required by the Customer Enabling Services Manager.
Key responsibilities	Categorise and organise activities in line with the priorities provided by the Customer Enabling Services Manager. Analyse data, using given parameters or business rules, to provide conclusions or determine the appropriate service provision. Collate information and provide analysis to support service improvements. Undertake a range of technical clerical, financial or transactional functions to support the successful operation of the team. Ensure personal compliance with all regulatory and policy guidelines. Handle confidential information sensitively and appropriately. Forward complex requests to the appropriate Customer Enabling Services Manager for clarification. Maintain relevant records as required by Council procedures and legislation.
Key tasks	Provide technical detailed, relevant and accurate information, support and advice to customers and employees to inform decision making and support the efficient running of the service. Monitor, investigate and resolve queries, liaising with relevant council departments, when applicable.

	Create and amend data, including financial information, records and reports using various software or standard templates to meet data management and service monitoring requirements. Analyse and interpret information. Provide technical advice, guidance and support to customers and managers. Attend meetings in order to produce accurate minutes. Liaise with the chair to amend the minutes accordingly.
Other duties/specific policies e.g. DBS	The post holder must carry out their duties with full regard to the Council's Equal Opportunities Policy, Code of Conduct and all other Council Policies. The post holder must comply with the Council's Health and safety rules and regulations and with Health and Safety legislation. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.

Author – Wendy Anderson

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