

**PERSON SPECIFICATION: TECHNICAL SUPPORT ASSISTANT**

**POST REFERENCE: 103499**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

| REQUIREMENTS                                                                                                                                                                             | ESSENTIAL CRITERIA<br>Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)                                                                                              | DESIRABLE CRITERIA<br>Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>- <b>Educational/vocational/occupational qualifications and/or training</b></li> <li>- <b>Specific qualifications (or equivalents)</b></li> </ul> | NVQ 3 Business Admin (or equivalent) (F)                                                                                                                                                                             | NVQ 2 in Customer Services or ICT (or equivalent) (F)<br><br>City & Guilds for Civil Enforcement Officers qualification<br><br>Current valid driving licence (F)                                                         |
| <ul style="list-style-type: none"> <li>- <b>Work or other relevant experience</b></li> </ul>                                                                                             | Recent experience of providing administrative support within a similar office based or customer services role (F/I)<br><br>Experience of independently investigating and resolving customer queries and issues (F/I) | Experience of working within a community safety setting/regulatory environment (F/I)<br><br>Experience of ordering and/or invoicing using a substantial financial system (F/I)<br><br>Experience of multi-agency working |

| REQUIREMENTS                                                                                                   | <b>ESSENTIAL CRITERIA</b><br>Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)                                                                                                                                                                                                                                                                                                        | <b>DESIRABLE CRITERIA</b><br>Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>Skills, abilities, knowledge and competencies</b>                                                           | <p>Can exchange complicated information with customers in writing, face to face and by telephone (I)</p> <p>Good keyboard skills and proficiency in the use of Microsoft Word and Excel (F/I)</p> <p>Ability to process tasks including taking and producing minutes (F)</p> <p>Ability to work effectively under pressure whilst ensuring a high degree of accuracy and maintaining excellent standards of customer service. (I)</p> | <p>Knowledge of legislation in relation to Community Safety / Enforcement services (F/I)</p>                                   |
| <b>- General competencies</b>                                                                                  | <p>Demonstrates a reliable, flexible, “can do” attitude towards meeting the varying workload of the role (I/R)</p> <p>Demonstrates tact and sensitivity when dealing with customers (I)</p> <p>Displays understanding of the environment in which the organisation currently operates and adopts a positive attitude towards change (I)</p>                                                                                           |                                                                                                                                |
| <b>ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                |

### On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

| Mandatory/Essential Training                                                                                                                       | Frequency                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Corporate Induction<br>Employee Protection Register<br>Information Governance / Information Security<br>Equality and Diversity<br>PREVENT Training | Upon recruitment<br>Upon recruitment<br>Annually<br>Annually<br>Annually |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.

Date 27/04/2026