



JOB DESCRIPTION

Development, Neighbourhoods and Regulatory Services

JOB TITLE:	Technical Support Assistant
DIVISION:	Regulatory Services
GRADE:	Band 6
RESPONSIBLE TO:	Community Safety Admin Support Team Leader
POST REFERENCE:	103499

Purpose of Post

- To be part of the Council's Community Safety Team, providing support to the Community Safety Operations Manager and Team Leaders working collaboratively with all partners to improve community safety across Hartlepool.
- To provide an efficient, comprehensive and effective administration support service to the Community Safety Team.

Key Relationships

- Staff will be expected to promote team working within their service area, across Council departments as a whole, with colleagues from external agencies including the statutory, community and voluntary, and business sectors, and with elected members.

Main Duties and Responsibilities

- To act as the first point of contact for the service, taking service requests from partners, elected members, and residents and initiating appropriate responses from the services available.
- To provide advice, information and guidance to member of the public including victims of crime, vulnerable residents and communities and other interested parties with professionalism, sensitivity and understanding

- To assist in the development and delivery of the community safety service including co-ordination of the car parking, environmental enforcement and CCTV service.
- Supporting the work of the anti-social behaviour team by taking reports, updating databases, recording information in compliance with data protection guidelines, and sending out letters as appropriate.
- To carry out a preliminary vulnerability assessment at point of contact and recording service requests on appropriate software.
- To provide low level support to victims and refer on to more specialist support as appropriate.
- To co-ordinate small scale grant funding programmes.
- To assist with promotion and marketing by preparing and distributing publicity and promotional material in line with corporate and partnership communication strategies and action plans, including mail outs.
- Assist the team to develop social media activities and support the development of the Safer Hartlepool website.
- To support informed decision making by undertaking research and gathering information in relation to the service area producing reports using appropriate software.
- To provide general administrative support including minute taking, operating word processing packages, databases, spreadsheets, specialist and bespoke software.
- Maintenance of computerised and manual filing / information management systems including standard databases and those used for analysis and the evaluation of data.
- Provide advice to the public with regard to statutory regulations.
- Handling and reconciliation of petty cash, processing of orders, invoices (incoming and outgoing), processing of creditor payments, raising debtor accounts in accordance with financial regulations.
- Organising meetings, room and travel bookings, invites and distribution of papers, using own initiative to organise the time and diaries of more senior staff following general instructions and guidance.
- To ensure that office equipment, stationary and other office consumables (including basic maintenance) are ordered in accordance with purchasing procedures, and undertake reception duties where necessary.

- Completion and submission of monitoring forms, returns etc. including those to external bodies.
- Maintain a working knowledge of pertinent legislation in the service area.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

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.