

Job Description

Job Role: Technical Support Officer

Service: Waste Management

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC5
Location:	Plough Lane
Responsible to:	Waste Operations Team Leader

Main purpose of the role

To work as part the Waste Management team dealing with enquiries via correspondence, face to face, telephone, and digital communication to the Council's Environment, Climate and Waste Department, taking appropriate action based on established policy to provide an efficient and effective service for the customer seeking to maximise resolution of enquiries at first point of contact.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To deal with queries from customers and advise on service options, collection arrangements, service change requests and other functions across the teams. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Provide an effective and efficient experience for customers either via face to face, telephone enquiry service or digital communication, handling customer enquiries from contact to resolution (or allocation to relevant teams members as appropriate), maintaining their personal data in compliance with security and data protection requirements. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Engage with council / partner services.in order to process requests on behalf of customers 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To follow relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analysis and reporting. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To assist with the collection and processing of raw data. To input and record relevant information required onto a computerised system and to provide basic analyses and statistical information as required. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To organise and arrange meetings for officers including venues as appropriate. To attend at meetings when necessary for the purpose of taking minutes and the distribution of same. 	<ul style="list-style-type: none"> As required

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To prepare orders for goods required by the Department and to process invoices for payment, raising of forms for sundry debtors, internal transfers and refunds as necessary, all in accordance with Standing Orders, financial regulations and internal audit procedures. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Completion of annual returns, by gathering and analysing statistics relating to the Department. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To gather statistics relating to the Division's activities for the purposes of reports and performance indicators and present them as necessary, also to produce reports on the various aspects of the functions when required. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To prepare, review and refer suggestions for update of text for inclusion on web pages to ensure accuracy of information and reflection of service provision at all times. 	<ul style="list-style-type: none"> Weekly
<ul style="list-style-type: none"> To deal with incoming and outgoing post. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To carry out the duties of other Administration staff across the service to accommodate fluctuations of work, holiday and absence cover. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To carry out all the duties required of the post through the use and application of technology, including input, testing and continuous review of any new ICT software. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Responsible for ensuring all projects under the control of the post-holder are completed on time, in budget and with the relevant controls relating to quality of service are in place. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To carry out any other duties at an appropriate level as are deemed to lie within the remit of this post. 	<ul style="list-style-type: none"> As required

Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Minimum of 5 GCSE's including Maths and English 	Essential	A, I
<ul style="list-style-type: none"> Successful completion of training in word processing, spreadsheet and database packages such as Excel, Word and Access 	Essential	A, I
<ul style="list-style-type: none"> Continuous development Customer Services training 	Essential	A, I
<ul style="list-style-type: none"> ECDL or equivalent IT qualification 	Essential	A, I
Experience & Knowledge		
<ul style="list-style-type: none"> Experience of working with customers face-to-face, on the telephone and via email 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Good numerical and analytical skills 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to deal appropriately with confidential and sensitive information 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to deal with multiple tasks in an efficient manner 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Possess a polite, efficient and helpful manner in dealing with members of the public and Local Authority Officers in order to provide excellent customer service 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Possess a flexible approach to work as well as the ability to work as part of a small team, often to strict deadlines 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to receive and react to instructions accurately and reliably 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to prioritise both individual workload and that of the team in order to obtain optimum performance 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
Skills and Abilities		



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Effective customer care skills with the ability to be firm but tactful with members of the public 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Must be an effective `team player` with the ability to contribute towards team working and objectives 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to assess customers' needs and wants by appropriate questioning and probing, including where sensitive issues are involved 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Excellent communication skills including verbal and written 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to learn and apply new rules and processes quickly. 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to relate to and handle customers who may be angry or distressed. 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Experience in a busy general office or similar environment 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Experience using word processing, spreadsheets and database applications 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Experience in using software such as Adobe Acrobat or a Desktop Publishing package or a html (or similar) package 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Ability to use own initiative 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Able to work flexible hours including weekends, bank holidays and evenings if necessary 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I
<ul style="list-style-type: none"> Must be able to travel throughout the county and beyond 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves.





**Herefordshire
Council**

Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

**Spirit of
Herefordshire**
A place to Live, Work & Thrive

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

