| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC5 |
| Location: | Plough Lane |
| Responsible to: | Team Leader Technical Support |

# Job Description

# Job Role: Technical Support Officer

**Service: Technical Support**

## Main purpose of the role

To work as part of a multi-functional technical support team within Environmental Health and Trading Standards, dealing with enquiries via letter, face to face, telephone, and digital communication to the Council’s Environment Health and Trading Standards service, 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.

To undertake a range of financial duties including raising orders, processing invoices, taking electronic payments, dealing with cash and cheque transactions, etc.

Using a computer for word processing/typing and/or the production or maintenance of spreadsheet and/or databases.

To prepare and maintain records and filing systems, i.e. financial records, premise records, complaint details, etc. Gathering and analysing data for the collation of monthly and annual reports / returns.

The provision of other general administration, clerical and technical support services to operational and managerial officers across the Division.

Undertake legal clerk duties on behalf of the Division.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Provide an effective and efficient experience for customers either via face to face, telephone calls or digital communication, by advising and supporting customers with their enquiries at first contact to resolution stage were possible or allocation to back office, maintaining their personal data in compliance with security and data protection requirements. | * Daily |
| * To assist with the collection and processing of raw data. To input and record relevant information required onto a computerised system, assimilate the information needed and accurately assess and process various applications on behalf of customers and engage with council / partner services. | * Daily |
| * To follow relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses, reports and annual returns. | * Daily |
| * To gather statistics relating to the Division’s activities for the purposes of reports and performance indicators and present the same as necessary, also to produce reports on the various aspects of the functions when required. | * As required |
| * Completion of annual returns, by gathering and analysing statistics relating to the Division. | * As required |
| * Raising and processing orders, delivery notes and processing supplier and customer payments. Liaising with Payments and Debtors teams if queries arise. Raising sundry debtors form, cheque requests and internal transfers, all in accordance with Standing Orders and financial regulations. | * Daily |
| * To take over the phone payments, book appointments and record requests for service across a range of functional areas within Environmental Health and Trading Standards. | * Daily |
| * To be the lead technical support officer within a designated functional team as required. | * Daily |
| * To carry out accurate word processing and audio typing in line with Herefordshire Council Corporate Style Guidelines, for the production of reports, contracts, correspondence, notices, minutes, pace transcriptions and other documents relevant to the Environmental Health and Trading Standards Service. | * Daily |
| * To deal with the receipt of cash, cheques etc and to support in the financial procedures and administration of the Division in accordance with Divisional and Internal Audit procedures. | * Daily |
| * To deal with incoming and outgoing post. | * Daily |
| * To organise and arrange meetings for officers including booking venues as appropriate. To attend meetings when necessary across the Division including evening meetings for the purpose of taking minutes and the distribution of same. | * As required |
| * To carry out the duties of other technical support staff across the Division to accommodate fluctuations of work, holiday and absence cover. | * As required |
| * To assist in the provision of an efficient ‘reception service’ for all visitors and customers to the Division including the accurate handling and receipting of payments of cheques and cash, together with credit control activities. | * As required |
| * As legal clerk for the Division, accurately produce single justice notices, court summons, collate digital evidence (dvd / cd), statement and exhibit bundles for court hearings. | * As required |
| * To prepare text etc for inclusion on web pages. | * As required |
| * 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. | * As required |
| * To carry out all the duties required of the post by any appropriate means whether manual, electronic, or other including carrying out at a level appropriate to the post, work related to the use and application of new technology. | * As required |
| * To carry out any other duties at an appropriate level as are deemed to lie within the remit of this post. | * As required |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Minimum of 5 GCSE’s (Grades A – C or equivalent) including Maths and English | * Essential | * A, I |
| * Successful completion of training in word processing, spreadsheet and database packages such as Excel, Word and Access | * Essential | * A, I |
| * Continuous development Customer Services training | * Essential | * A, I |
| * ECDL or equivalent IT qualification | * Essential | * A, I |
| **Experience & Knowledge** | | |
| * Experience of working with customers face to face, on the telephone and via email | * Essential | * A, I |
| * Excellent verbal and written communication skills | * Essential | * A, I |
| * Good numerical and analytical skills | * Essential | * A, I |
| * Ability to deal appropriately with confidential and sensitive information | * Essential | * A, I |
| * Ability to deal with multiple tasks in an efficient manner | * Essential | * A, I |
| * 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 | * Essential | * A, I |
| * Possess a flexible approach to work as well as the ability to work as part of a small team, often to strict deadlines | * Essential | * A, I |
| * Ability to receive and react to instructions accurately and reliably | * Essential | * A, I |
| * Ability to prioritise both individual workload and that of the team in order to obtain optimum performance | * Essential | * A, I |
| **Skills and Abilities** | | |
| * Effective customer care skills with the ability to be firm but tactful with members of the public | * Essential | * A, I |
| * Must be an effective `team player` with the ability to contribute towards team working and objectives | * Essential | * A, I |
| * Ability to assess customers’ needs and wants by appropriate questioning and probing, including where sensitive issues are involved | * Essential | * A, I |
| * Excellent communication skills including verbal and written | * Essential | * A, I |
| * Ability to learn and apply new rules and processes quickly. | * Essential | * A, I |
| * Ability to relate to and handle customers who may be angry or distressed. | * Essential | * A, I |
| * Experience in a busy general office or similar environment | * Essential | * A, I |
| * Experience using word processing, spreadsheets and database applications | * Essential | * A, I |
| * Experience in using software such as Adobe Acrobat or a Desktop Publishing package or a html (or similar) package | * Essential | * A, I |
| * Self-motivated, enthusiastic, approachable and helpful | * Essential | * A, I |
| * Committed to the highest levels of customer care and service delivery | * Essential | * A, I |
| * Committed to own personal development and training | * Essential | * A, I |
| * Ability to use own initiative | * Essential | * A, I |
| * Ability to travel to different locations in the county with flexible hours including occasional weekends, bank holidays and evenings | * Essential | * 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. 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.

## 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.