



Generic Job Description

1. **Job Title:** **Administration and Technical Support Officer (Level C)**
2. **Reports to:** **See addendum**
3. **Responsible for:** **See addendum**
4. **Grade:** **3**

5. Generic Job Description Principles

- a) This generic job description and person specification will provide a high level description of the general duties and responsibilities required of this role.
- b) The following list indicates the types of duties that would be expected at Level C. The majority of the job should consist of duties from the list below although there may be some from Level B or D.
- c) The addendum information will provide additional job specific information to support effective recruitment and performance management.

6. Administrative and Technical Support Job Family

- a) Typical job types in this job family are those providing administrative and technical support in all areas. This may include providing technical support outside the office environment. They may also be providing information management and other administrative support to a range of internal customers across both councils. This job family will also include front-line help desk support, and customer access jobs.

7. Job Purpose:

- a) To provide a range of administrative and technical support and/or customer access for Operational Delivery Team/s.
- b) To mentor, advise and train others and/or co-ordinate their work.
- c) Coordinate straightforward projects within own work area.

8. Specific Deliverables: (what the job is required to achieve)

The following list includes an indicative range of activities that may be provided by roles at this level. The majority of the role may require a combination of these duties, and other duties not stated which may be of a similar nature.

- a) Opens post, progressing responses as far as possible and passing queries onto the relevant officer for a full response, tracking progress to ensure deadlines are met.

- b) Answers queries as first point of contact, transferring or signposting the customer to colleagues or external sources of information for help where appropriate. This may be by telephone, e-mail, face to face – at reception or meeting customers in council offices.
- c) Provide excellent customer service
- d) Deals with more complex queries referred from colleagues.
- e) Inputs information into databases, ensuring its care, accuracy, confidentiality and security.
- f) Uses Microsoft Office or other software to produce documents for others.
- g) Sets up and maintains relatively complex spreadsheets to record and analyse information – producing reports as required.
- h) Liaises with colleagues in other teams or services, or external contacts, in arranging complex meetings or events involving people from different services or external multi-agency.
- i) Contributes to arranging council or other formal meetings – liaising with councillors and/or senior officers and taking minutes.
- j) Monitor budgets within agreed procedures. This could include checking and banking money, issuing receipts, petty cash, processing invoices, maintenance of accounts.
- k) Mentors, advises and trains others and co-ordinates their work.
- l) Works co-operatively with others across teams and services.
- m) Work collaboratively with colleagues supporting appropriate corporate project team working and case project management.
- n) Work collaboratively with internal and external partners to modernise systems and procedures and improve service user and customer care experiences and to promote enhanced levels of self service by customers.
- o) Provide support for the co-ordination and monitoring of responses/legislative changes required with all aspects in respect of
 - Freedom of Information
 - Data Protection
 - Equality Impact Assessment
 - Formal Complaints
- p) Any other duties of a similar nature which may be required.

9. Key Relationships:

- a) Typical customers of jobs within this job family will be mainly professional, operational and technical staff – both internal and external facing.
- b) Customers may also include councillors and management team members.
- c) Customers for some jobs working within technical support areas and customers access will be external – members of the public or external organisations.

Additional information

- a) Does this job require a DBS check? See addendum information
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.

Person Specification

(The type knowledge, skills, attributes and experience needed for fully competent performance of the job.)

Job Title: Administrative and Technical Support Officer (Level D)

Knowledge and skills	<ul style="list-style-type: none"> a) NVQ 3/A level of equivalent knowledge gained through experience. b) Ability to analyse and interpret varied situations and problems, and develop solutions to problems / issues. c) Good communication skills to exchange orally and in writing information with a range of audiences. d) Ability to use basic persuasion, negotiation and training skills e) General keyboard skills f) Knowledge of Microsoft Office products. g) Ability to use transferable skills and develops new skills as necessary to provide a flexible resource to meet corporate priorities.
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Personal attributes	<p>a) Ability to work within general procedures where there is freedom to organise own workload.</p> <p>b) Ability to use initiative to respond independently to unexpected problems and situations.</p> <p>c) Ability to work proactively and collaboratively in projects teams from across the services.</p> <p>d) Demonstrates a flexible approach to work in terms of being prepared to pick up work outside of own specialism.</p> <p>e) Willing to use transferable skills, and develops new skills as necessary to provide a flexible resource to meet corporate priorities</p>
Experience	<p>a) Demonstrable extended experience within a relevant role.</p> <p>b) Experience of communicating orally or in writing with a range of people, where tact and diplomacy are important.</p>
Equality & Diversity	<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>

