

**Northumberland County Council  
JOB DESCRIPTION**

<b>Post Title:</b> Technical Support Officer	<b>Director/Service/Sector</b> /Regeneration, Commercial and Economy Directorate Public Protection / Technical Support Team	<b>Office Use</b>
<b>Band:</b> 5	<b>Workplace:</b> West Hartford Business Park, Cramlington	<b>JE ref:</b> 986 <b>HRMS ref:</b>
<b>Responsible to:</b> Technical Support Manager	<b>Date:</b> April 2024	

**Job Purpose:**

To provide effective technical and administrative support to senior staff.  
 To provide a Triage service for Public Protection, providing high quality first line advice for residents of Northumberland  
 To input contacts with the Service onto software system/database used by the Service  
 To be the initial contact point for the majority of complaints/requests for service and to appropriately action.  
 To assist in service delivery, including maintenance of IT systems, processing of invoices, samples, mail and ordering.  
 Procure and receive goods and services in support of the service.  
 Where necessary to participate in enforcement activities

<b>Resources</b>	Staff	Supervision/training of new members of the team and modern apprentices
	Finance	Responsibility for handling payments, processing invoices, raising Purchase Orders
	Physical	Day-to-day responsibility for allocated resources, PC, office equipment etc.
	Clients	Frequent contact with service users, Elected Members and the public and officers across Public Protection

**Duties and key result areas:**

- Provide a Triage service for Public Protection, providing high quality, first line advice for residents of Northumberland.
- Effectively respond to, deal with telephone calls, and understand the needs of the caller. Be able to handle both positive and challenging situations from members of the public, professionals and other interested parties. This to be undertaken in accordance with the service's established procedures and quality standards.
- Be able to effectively respond to, and deal with emotional, aggressive, and demanding members of the public.
- Maintain appropriate work records to the required service standards, observing data protection and confidentiality rules and procedures.
- Undertake information gathering, data analysis, etc using ICT systems, in accordance with service procedures, to assist in the production of timely and accurate management information and statistical returns. This research to include monitoring customer care feedback.
- Be responsible for the creation and implementation of procedures relating to Technical Supports daily tasks.
- Assist in the creation of new documents to improve levels of customer service.
- Administer the monitoring of budgets & assist the budget holder to ensure effective spend against established targets and compliance with financial regulations.
- Responsible for the daily processing of fees associated with all aspects of the Service, including annual fees for services, handling all payment formats, receipting and updating records.
- Creation of invoices using the Council's finance system, ensuring payment has been made in a timely manner and chasing up of none payment via letter, telephone and email.
- Minute taking of meetings for specific areas of the Service and the typing up thereof.
- Transcribing PACE CDs within the required timescale, ensuring strict confidentiality and accuracy.
- Administration of Freedom of Information/Environmental Information Requests and NCC official complaints/compliments, ensuring strict deadlines are met.
- Responsibility for reviewing information received in the office. Handling sensitive and confidential information of a nature including personal, medical, convictions & immigration status.
- Administration of post, including the opening, scanning, registering, and distribution of incoming, internal and out-going mail.

- Monitor and maintain adequate supplies of departmental stationery and re-order when necessary.
- Liaise with internal and external partners to build good relationships, solve enquiries and provide feedback on services.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Transport requirements:	Home and office based but occasional travel to work sites, area offices, premises or training venues, throughout the County
Working patterns:	Normal office hours but flexi-hours may apply, if cover provided by team members.
Working conditions:	Occasional requirement to work outdoors

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**PERSON SPECIFICATION**

<b>Post Title:</b> Technical Support Officer	<b>Director/Service/Sector:</b> Public Health Public Protection /Technical Support Team	Ref: 986
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
Good standard of general education with evidence of competence in literacy and numeracy. Knowledge of the procedural and practical issues relating to the Public Protection service. Understands the relationship between costs, quality, customer care and performance. Comprehensive understanding of Microsoft office tools Good knowledge of IT systems Knowledge of the Public Protection Service of NCC	Administration Qualification ie NVQ Level 3 or equivalent Understands the diverse functions of a large complex public sector organisation.	
<b>Experience</b>		
Experience in assisting senior colleagues with a view to maintaining procedures service standards Experience in applying a range of relevant methods, techniques and/or systems, policies and procedures. Recent experience in dealing with relevant service users in a similar context. Experience in engaging effectively with staff at all levels; and members of the public	Experience in the range of Public Protection services and management. Experience of environmental health enforcement procedures. Experience in Environmental Health and Trading Standards sampling and/or enforcement procedures	
<b>Skills and competencies</b>		
Effective IT skills and able to use IT to achieve work objectives. Excellent customer service skills. Numerate with good communication skills. Highly organised and can adopt a logical and rational approach to prioritising workloads. A strong corporate orientation and a commitment to tackling issues. Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps senior managers create a positive work culture in which diverse, individual contributions and perspectives are valued	Skilled in the use of Civica software related to specialist public protection services	
<b>Physical, mental and emotional demands</b>		
Normally works from a seated position with some need to walk, bend or carry items. Visual attention and mental concentration for lengthy periods daily when; for example, reading incoming post; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others. Need to maintain general awareness with lengthy periods of enhanced concentration. Contact with public/clients in dispute with the County Council.		
<b>Other</b>		
Able to occasionally undertake evening, early morning and weekend work		