

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Engineering Assistant (Street Lighting)		<b>Director/Service/Sector:</b> Local Services, Technical Services, Street Lighting		<b>Office Use</b>	
<b>Band:</b> 3		<b>Workplace:</b> County Hall			JE ref: 3705 HRMS ref:
<b>Responsible to:</b> Street Lighting Manager		<b>Date:</b> 12/05/2020	<b>Lead &amp; Man Induction:</b>		
<b>Job Purpose:</b> To assist the Street Lighting Manager in carrying out his administrative and engineering duties, resulting in the successful delivery of street lighting maintenance, illuminated traffic signs, traffic signals, signalised pedestrian crossings and feature lighting.					
<b>Resources</b>	Staff	None			
	Finance	Includes ordering services and materials and processing invoices.			
	Physical	Accurate and timely collection and maintenance of corporate data systems.			
	Clients	Duties and responsibilities might impact upon the health and well being of service users, co-workers or the general public.			
<b>Duties and key result areas:</b>					
The list is not exhaustive, and the actual duties and proportion of time spent on them may vary between individual jobs.					
<ol style="list-style-type: none"> <li>1. Receive and administer service requests both direct from customers and via Front Office staff/CRM system using agreed practices and procedures to ensure the smooth &amp; efficient delivery of services in accordance with quality and customer care standards.</li> <li>2. Prepare and issue works orders for reactive maintenance, cyclic maintenance and installation of street lighting equipment.</li> <li>3. Liaise with electricity companies for connections, transfers and disconnections of electrical supplies to Street Lighting and Electrical equipment.</li> <li>4. Maintain and use a wide range of technical systems supporting the activities of the organisation including Mayrise, Public Lighting Authority (PLA), Oracle E-Business, and utility company apparatus database systems.</li> <li>5. Maintain project/inventory records and supporting documentation.</li> <li>6. Prepare, raise and issue invoices.</li> <li>7. Deal with clients, suppliers, public and other public bodies to resolve non-routine or contentious issues.</li> <li>8. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.</li> </ol>					
<b>Work Arrangements</b>					
Transport requirements:		Occasional need to travel to other service locations to provide cover, attend training etc.			
Working patterns:		37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.			

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**PERSON SPECIFICATION**

<b>Post Title:</b> Engineering Assistant (Street Lighting)	<b>Director/Service/Sector:</b> Local Services, Technical Services, Street Lighting	Ref:
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
5 GCSE passes (or equivalent) including Mathematics and English. NVQ Level 2 or equivalent in an administrative/technical discipline.	GCSE pass (or equivalent) in Physics/Engineering. NVQ Level 3 or equivalent in an administrative/technical discipline.	
<b>Experience</b>		
At least three years experience in an office environment. Some experience in a similar role covering a broad range of tasks. Some experience of working in a customer service environment.		
<b>Skills and competencies</b>		
Good written, verbal and telephone skills. Literacy skills sufficient to read text and write straightforward sentences. An understanding of spelling, grammar and punctuation. Numeracy skills sufficient to undertake straightforward arithmetic functions. An understanding of percentages and decimals. Interpersonal skills. Flexible approach to nature of duties performed. Ability to organise self and work without constant supervision. Reliable and self motivated. IT skills and knowledge of a range of applications. Knowledge of a broad range of work related tasks. Knowledge of relevant Health & Safety legislation		
<b>Physical, mental, emotional and environmental demands</b>		
Occasional need to lift moderate weights such as technical equipment.		
<b>Motivation</b>		
A commitment to providing a quality administrative support service.	A willingness to undertake job related training	
<b>Other</b>		
Meet the transport requirements of the post.		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits