

# Kent County Council Job Description: Technical Support Officer (TSO)

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**Directorate:** Growth, Environment & Transport

**Unit/Section:** KCC Street Works team

**Grade:** KR6

**Responsible to:** Street works Manager (East)

## **Purpose of the Job:**

To assist with the support of all administrative duties within the KCC Streetworks' team and to deliver efficient and effective customer-focused services.

Assist team members by undertaking duties to enable the staff to effectively manage all activities on the network.

To act as the first point of contact for incidents referred by Contact Point, Highway Management Centre, Works Promoters or other parts of KCC Highways & Transportation, and give advice to the public.

## **Main duties and responsibilities:**

- Be the first point of contact within the team for Contact Point, provide answers where appropriate and refer other matters to team members for completion.
- Liaise with internal and external stakeholders as required. These will include members of the public and elected representatives, as well as other bodies such as district councils, utilities and transport operators.
- Processing of licences for various activities on the highway, including skips, scaffolds, S50 and temporary traffic signals.
- Assist with the production of Temporary Traffic Regulation Orders.
- Manage incoming customer enquiries ensuring adherence to KCC customer service standards.
- Collect and collate relevant records and statistics for the team to assist with the provision of information to other parts of KCC.
- Manage telephone and email enquiries to team mailbox, and forwarding those needing further action to the relevant member of staff.
- Undertake supplementary administrative and technical tasks as and when required, to support team members.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council Person Specification: Technical Support Officer (TSO)

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

<b>QUALIFICATIONS*</b>	<p>Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English</p>
<b>EXPERIENCE</b>	<p>Proven experience of working in a local government or highways environment.</p> <p>Experience of working in a customer-oriented environment.</p>
<b>SKILLS AND ABILITIES</b>	<p>Computer literate. Able to use MS Office and other typical general office packages.</p> <p>Able to demonstrate attention to detail.</p> <p>Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public.</p> <p>Ability to deal with public in difficult circumstances.</p> <p>Demonstrable skills in managing information and communicating with others.</p> <p>Good teamwork skills.</p>
<b>COMPETENCIES</b> <p>The post holder will be expected to display all the Kent Competencies but listed here are several key competencies for this role.</p>	<p><b>People and Partnerships</b></p> <ul style="list-style-type: none"> <li>• Good communication (ask questions, listen, act and feedback).</li> <li>• Good customer care (be customer focused, approachable to partners, public and staff).</li> <li>• Teamwork and cooperation (with partners, colleagues to achieve common goals).</li> </ul> <p><b>Outcomes and Delivery</b></p> <ul style="list-style-type: none"> <li>• Have a 'can-do' approach (be clear, share knowledge, look for opportunities, prioritise and deliver).</li> </ul> <p><b>Character and Courage</b></p> <ul style="list-style-type: none"> <li>• Self-confidence (be strong, courageous and have selfbelief).</li> </ul>

<b>BEHAVIOURS AND KENT VALUES</b>	<b>Kent Values:</b> <ul style="list-style-type: none"><li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li><li>• <b>We are curious to innovate and improve</b></li><li>• <b>We are compassionate, understanding and respectful to all</b></li></ul>
	<ul style="list-style-type: none"><li>• <b>We are strong together by sharing knowledge</b></li><li>• <b>We are all responsible for the difference we make</b></li></ul>