

Kent County Council

Job Description: *Technical Support Officer*

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| Directorate: | Growth, Environment & Transport |
| Unit/Section: | Enforcement Team |
| Current Grade: | KR6 |
| Responsible to: | Highway Manager |

Purpose of the Job:

The post holder will be the first point of contact to assess, investigate, make decisions and respond to customers for enquiries and incidents relating to enforcement issues on KCC Highway land. You will provide, maintain and develop a good level of service to all internal and external customers by determining and organising the deployment of appropriate resources ensuring services are delivered to the appropriate standards.

Main duties and responsibilities:

- Be the first point of contact within the team for the Contact Centre, individual customers, HT&W staff and other stakeholders including Members and Parish Councils
- Assess enquiries daily for accuracy, review the information provided and where necessary undertake detailed investigation needed to respond to complex enquiries that rely on technical expertise in accordance with the Highways Act (1980) and internal enforcement processes and procedures
- Respond promptly to enquiries and ensure customer response standards and performance indicators are met in terms of time and quality. Communicate confidently with customers by letter, email or telephone as required
- Allocate enquiries to appropriate Enforcement Officer after initial assessment after ensuring that sufficient information is provided to enable further investigation and enforcement
- Ensure CSM's are kept fully up to date with appropriate commitments set and ensure that quality and timescale standards are met for all customer enquiries received directly by the team or VIP enquiries assigned by the Business Team
- Work closely with the Enforcement Officers, Highway Stewards, Highway Inspectors, Operations Engineers, District Managers, Streetworks Officers and Vehicle Crossing Officers to ensure a streamlined approach to the service to meet customer service standards
- Ensure that recharge opportunities are fully investigated and information/evidence collated to ensure successful recovery of costs
- Update enquiries, in the relevant modules of the Confirm WAMS system

- Assist in the collection and management of key performance indicators and information that can be used to improve any part of the service
- Undertake supplementary administrative and technical tasks as and when required, to support other team members and the line manager(s).
- The post holder must be prepared to undertake work outside normal office hours in the interests of the service, such as during an emergency
- You will be required to provide assistance to other teams within the GET directorate, or any other part of KCC, from time to time as and when your skills and knowledge are required for particular projects and initiatives

Footnote: This job description is provided to assist the job holder to know what their 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*

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.

| | CRITERIA |
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| QUALIFICATIONS | <ul style="list-style-type: none">• Education to GCSE or equivalent level, including passes at C grade or higher in Maths and English• Educated to NVQ level 2 or equivalent |
| EXPERIENCE | <ul style="list-style-type: none">• Experience of providing good customer care, particularly in dealing with customer complaints• Experience of regular multi-tasking and dealing with nonroutine activities as well as advanced technical and/or practical skills with regard to using a wide range of office equipment and information systems in an administrative environment• Relevant technical experience of working in a local government or highways environment• Relevant knowledge of legislation and codes of practice |
| SKILLS AND ABILITIES | <ul style="list-style-type: none">• Ability to work within a team as well as on own initiative• An ability to work to deadlines and under pressure• Excellent level of computer skills including the ability to use Microsoft Office including Word, Excel, PowerPoint, Outlook, the use of electronic diary management and minute taking• Well organised and efficient with an attention to detail• Excellent written communication skills are particularly important, as are accuracy, common sense• Excellent customer care and teamwork skills• Ability to use and interpret spatial data (maps and drawings)• Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public.• Ability to deal with public in difficult circumstances• Demonstrable skills in managing information and communicating with others |

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| <p>KNOWLEDGE</p> | <ul style="list-style-type: none"> • Customer care • Knowledge of complaint resolution • Knowledge of codes of practice and legislation relating to the Highways Act (1980) • To understand the basic functions of the County Council and a highway authority • To have a reasonable geographical knowledge of the County • Equalities Act 2010 • WAMS Customer Service Modules (CSMs) |
| <p>KENT VALUES AND CULTURAL ATTRIBUTES</p> | <p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> |