

## Kent County Council

### Job Description: *Trainee Technical Support Officer*

---

<b>Directorate:</b>	<b>Growth Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways &amp; Transportation</b>
<b>Grade:</b>	<b>KR5</b>
<b>Responsible to:</b>	<b>Highway Definition Team Leader</b>

### **Purpose of the Job:**

The purpose of the role is to provide technical and admin support to the Highway Definitions Team, part of the Highway Asset Management and Inspections Team.

The core of the role involves a variety of admin tasks to support the effective delivery of our highway definitions function. This involves delivering Highway Boundary Enquiries and CON29 Searches as a paid service.

This includes providing quotations and facilitating payments for this service, alongside managing enquiries, comments, complaints and complements to deliver excellent customer service.

The role will also encompass some support of our planned works delivery, asset management and highway safety inspection services.

The post holder will be required to complete all external and internal training programmes, in conjunction with obtaining a minimum of 12 months experience, before possible succession into a KR6 Technical Support Officer role, if appropriate.

### **Main duties and responsibilities:**

- Act as the first point of contact within the team for managing queries from members of the public and others relating to KCC's highway definition service, providing answers where appropriate and referring other matters to team members for advice/action as appropriate.
- Support the continuous update of the customer service modules of confirm (WAMS) along with update of other customer service systems as necessary.
- Support production of quotations for highway boundary enquiries and the administration of payments and payment requests.
- Undertake supplementary administrative and technical tasks as and when required, to support other team members.

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: *Trainee 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Education to GCSE or equivalent level, including passes at C grade or higher in Maths and English</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience in the use of relevant computer applications including MS Office</li> <li>• Experience of working in a customer service environment</li> <li>• Experience of working individually as well as part of team</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively and manage customer expectations, both verbally and in writing with internal and external customers</li> <li>• Able to deal with members of the public in difficult circumstances</li> <li>• Computer literate and excellent IT skills, demonstrating proficiency with MS Office and the ability to learn new computer systems</li> <li>• Ability to work to deadlines, under pressure and to prioritise work, using risk assessment techniques</li> <li>• Excellent team working skills</li> <li>• Demonstrable skills in analysing information and problem solving</li> <li>• Ability to demonstrate attention to detail and to manage time effectively</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of local government responsibilities and structure</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p>

	<p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>
--	--