

Kent County Council

Job Description: Technical Support Officer

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways & Transportation
Grade:	KR6
Responsible to:	East / West Kent Highway Improvements Manager in the Road Safety & Active Travel Group (this is a generic role and there will be an opportunity to work in a range of teams across the Group)

Purpose of the Job:

Working as part of a cross cutting team providing administrative, technical and clerical support for managers delivering road safety and active travel functions in Kent.

Main duties and responsibilities:

1. To provide administrative, technical and clerical support for the team to support managers and their teams as required.
2. Liaise with internal and external stakeholders as required. These will include members of the public and elected representatives, as well as any other bodies such as district councils, schools, utilities and transport operators.
3. To carry out daily administrative duties including, filing, logging, distribution of correspondence from customers, utility enquiries, maintenance of filing systems, dealing with telephone enquiries from customers enquiries, dealing with electronic mail, responses to public consultations, and basic data inputting.
4. Provide general financial support to the team, including raising orders, processing invoices and monitoring all outstanding payments to and from the team budgets to ensure timely processing and resolve any associated issues.
5. Use specialist software to provide statistical information at the request of other team members.
6. Assist in the production of future programmes of work for approval, including obtaining specialist information, and disseminate within KCC and to other stakeholders as appropriate.
7. Collect and collate relevant records and statistics for the team to assist with the provision of information to other parts of KCC, and to support internal and external funding bids.
8. Assist in the preparation of work packages and programming of work.
9. Assist in the collection and management of key performance indicators and information that can be used to improve any part of the service.
10. To liaise with the project managers to ensure customer enquiries are fully up to date with appropriate commitments set and ensure that quality and timescale standards are met for all customer enquiries (including VIP contacts managed by the Commercial Team).

11. To monitor data and dashboards in order to prompt managers to take action on a commitment.
12. Undertake supplementary administrative and technical tasks as and when required, to support other team members and the team leader.
13. 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.

This job description will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the duties listed.

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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
QUALIFICATIONS	<ul style="list-style-type: none"> • Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English. • City & Guilds accreditation in relevant subject; or ONC/BTEC or equivalent.
EXPERIENCE	<ul style="list-style-type: none"> • Relevant experience of working in a local government and customer service environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Confidence to provide front line support to the public, elected Members, Parish Councils and Kent Police. • Ability to develop good public relations through handling enquiries promptly, effectively and courteously both in writing and over the phone. • Organised and self-motivated. • Excellent letter writing skills. • An excellent telephone manner along with outstanding negotiating skills. • PC literate with good keyboard skills.
KNOWLEDGE	<ul style="list-style-type: none"> • Understand the fundamentals of customer care (ideally knowledge of KCC customer charters and performance service level agreements). • Knowledge of complaint resolution. • To understand the basic functions of the County Council and a highway authority. • To have a reasonable geographical knowledge of the County
KENT VALUES AND CULTURAL ATTRIBUTES	<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>