

Kent County Council

Job Description: *Technical Support Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways, Transportation & Waste – Structures Asset Management
Location:	Ashford Kroner House
Grade:	KR6
Responsible to:	Structures Development Programme Manager

Purpose of the Job:

Provide support to the Structures Development Programme Manager and the rest of the team by undertaking various works to support the Structures Development function.

Main duties and responsibilities:

1. General administration duties for the team including scanning, archiving, filing and communications as necessary.
2. Assist with scheduling meetings, taking minutes and keeping track of agreed actions and deadlines, issuing agendas, minutes and actions to meeting attendees.
3. Process monthly and quarterly finances including collating timesheets, raising invoices for development schemes, email updates to developers and liaising with the Finance Team to ensure invoices are paid and schemes are sufficiently funded.
4. Raise Purchase Orders and payment of invoices on KCC's procurement systems
5. Undertake Structures Development tasks on the Structures Asset Management Database.
6. Manage the Structures Development inbox and customer service module (Confirm) and assign tasks to relevant team members as necessary.
7. Document collation and formatting to assist developers in producing Health and Safety Files and Operation and Maintenance Manuals at scheme close out.
8. Assist with scheme close out by organising handover files for Structures Maintenance Team and collating relevant data.
9. 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.

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"> ▪ Educated to NVQ Level 3 or equivalent experience.
EXPERIENCE	<ul style="list-style-type: none"> ▪ Experience of regular multi-tasking and dealing with non-routine activities to support the delivery of a project. ▪ Experience of working on projects of significant complexity would be an advantage but not essential.
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 without close supervision ▪ Excellent level of computer skills including the ability to use Microsoft Office including Word, Excel, PowerPoint, Outlook and minute taking. ▪ Well organised and efficient. ▪ Excellent communication and interpersonal skills as well as a flexible approach. ▪ Excellent written communication skills are particularly important, as are accuracy, common sense and enthusiasm. ▪ Excellent customer care skills. ▪ Good analytical and problem-solving skills. ▪ Commercial awareness.
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Awareness and understanding of KCC's overall business priorities and organisational processes.
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>