

Kent County Council  
Job Description: Technical Support Officer

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**Directorate:** Growth, Environment & Transport  
**Unit/Section:** TRA – Transportation – Traffic Management  
**Grade:** KR 6  
**Responsible to:** Network Manager

**Purpose of the Job:**

To assist and support the Traffic Manager, Network Manager and wider team in the delivery of the key functions to meet the requirement set out by the Network Management Duty.

**Main duties and responsibilities:**

- Be the first point of contact within the team for Contact Point, ensuring a high-quality customer service is provided. Carry out prompt investigation and response to complaints and queries raised by staff, customers and Members, including those received through the shared team email inboxes. Enquiries primarily concern congestion, journey time reliability and freight as well as public transport punctuality.
- Carry out daily administrative duties including digital filing, maintenance of digital filing systems, dealing with telephone enquiries from customers, dealing with electronic mail, responses to public consultations, basic data inputting and minute taking at meetings.
- Liaise with internal and external stakeholders as required. These will include members of the public and elected representatives, as well as and other bodies such as district councils, utilities and transport operators.
- 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.
- 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.
- Undertake supplementary administrative and technical tasks as and when required, to support other team members, the Network Manager, the Network Innovations Manager and the Traffic Manager.

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.

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 Person Specification: Technical Support Officer

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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>• Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English and City &amp; Guilds accreditation in relevant subject or ONC/BTEC or equivalent.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working in a local government or highways environment.</li> <li>• Experience of working in a customer-oriented environment.</li> <li>• Experience of regular multi-tasking and dealing with non-routine activities.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public.</li> <li>• Spoken English- The ability to converse at ease with the public, answer questions and provide advice including the use of any specialist terminology relevant to the role/profession.</li> <li>• Able to work under pressure and prioritise effectively.</li> <li>• Good teamwork skills.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of MS Office and other typical general office packages.</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>
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