

Kent County Council

Job Description: *Technical Support Officer (Major Capital Programme Team)*

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways, Transportation & Waste
Grade:	KR6
Responsible to:	Senior Project Officer for the Major Capital Programme Team

Purpose of the Job:

The post holder will be part of the Major Programme Office, providing technical and project support to the larger Major Capital Programme Team in the bidding, development and delivery of major infrastructure and transport projects.

Main duties and responsibilities:

1. Provide general administrative support to the team; assisting with producing material for meetings and presentations, keeping track of agreed actions by taking accurate minutes and coordinating responses; escalating any potential issues as necessary to ensure that the overall Programme is on target and progresses within agreed timescales.
2. Carrying out land referencing, utility enquiries and road space requests.
3. Deliver a high-quality customer service and ensure prompt investigation and response to complaints and queries raised by staff, customers and Members, including managing the team contact register.
4. Assist in the production and update of scheme communications, including newsletters and websites, in line with KCC style guide.
5. 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.
6. Provide more detailed financial support including the production of regular financial reports, analysing budgetary information and identifying discrepancies to resolve any associated issues.
7. Ensure compliance with Health and Safety legislation and completion of appropriate training as directed.

8. Assist with the collating of health and safety and customer enquiry data from live sites along with KCC business data (staffing reports) to support Business Performance presentations and continuous improvement.
9. Assist and support project activity in the delivery of major projects from feasibility to post construction including working closely with the Project Managers and Assistant Project Managers in the team.
10. The postholder may be required to provide assistance to other teams within the GET directorate.

Footnote: This job description is provided to assist the job holder to know what his/her 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 (Major Capital Programme Team)*

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 highway project support.• Experience of financial systems (such as iProcurement and Oracle).• 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.• Proven experience of the use of relevant computer applications (including MS Excel, MS Word, MS Access and MS PowerPoint).
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Good analytical and problem-solving skills.• Well organised and efficient.• Ability to work independently and in a team.• Capability to work under pressure and meet deadlines.• Excellent communication and interpersonal skills as well as a flexible approach.• Excellent written communication skills, accuracy, common sense and enthusiasm.• Excellent customer care skills.• Commercial awareness.• Excellent level of computer skills including the ability to use Microsoft Office Word, Excel, PowerPoint, Outlook, Teams Project and Adobe Acrobat and minute taking.
KNOWLEDGE	<ul style="list-style-type: none">• Awareness and understanding of KCC's overall business priorities and organisational processes.• Knowledge of the principles of project management.• Knowledge of the geography of Kent.

**KENT VALUES
AND CULTURAL
ATTRIBUTES**

Kent Values:

- 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)