

Kent County Council

Job Description: *Technical Support Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Resource Management and Circular Economy
Grade:	KSD
Responsible to:	Insight & Development Manager or Service Delivery Manager/Environmental Infrastructure & Compliance Manager

Purpose of the Job:

As part of a team and as an individual, provide a business administration service for Resource Management and Circular Economy to support the work of all the teams. Be the first point of contact and take appropriate action for a variety of administrative duties, such as; service provider invoices, administering customer contacts, complaints and queries, administration of abandoned vehicles, HWRC exemption vouchers, purchase orders, and provide business administration support for meetings, such as minute taking, room booking and organisation.

Main duties and responsibilities:

- Act as first point of contact for the Resource Management and Circular Economy service and for all customer complaints and compliments, referring these to the appropriate person for response and resolution.
- Dealing positively and proactively with all enquiries, including drafting routine responses where appropriate, to ensure these are responded to in the required manner and to the required timescale.
- Undertake day to day clerical and administrative tasks as outlined by the management to support the work of the Division and its officers, including: monitoring emails, processing mail, stationery ordering etc in order to facilitate the smooth running of the service.
- Process, maintain and monitor financial records relating to expenditure and income: placing of orders on the iProcurement system and processing invoices.
- Identifying and investigating discrepancies and proposing solutions, in order to ensure that financial information and procedures are accurate, up to date and in accordance with finance regulations and Directorate procedures.
- Process applications for vehicle vouchers for access to Household Waste Recycling Centres as set out in the voucher application scheme and maintain all records as required, and undertake administration and resolution of enquiries for the Abandoned Vehicle service.
- Develop, maintain and monitor office systems, including databases and filing systems, both computerised and manual, checking that key documents are included and pursuing any missing documents, to ensure that systems are adapted to improve effectiveness in

line with the County's Record Retention Policy, data protection and freedom of information protocols.

- Arrange and co-ordinate appointments and meetings on behalf of managers and other staff within the service, including large gatherings such as seminars to ensure that the whole process runs smoothly.
- Liaise with external agencies and speakers and making venue and hospitality bookings.
- Creating and circulating agendas and relevant documents.
- Minute taking where required, and ensuring that any action points are followed up.
- Update, modify and retrieve data on both manual and computerised systems, preparing standard and non-standard reports, cross checking data held on different systems to ensure accuracy and developing new systems to meet information needs in order to provide accurate and reliable information, on which management decisions can be made.
- Process Freedom of Information, Environmental Regulations and Data Protection requests by the Division, maintaining a log of all requests received, actions sought and responses made to allow these to be monitored to ensure that the responses meet the required deadlines.
- You will be required to provide business administration 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.

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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	• Educated to NVQ level 2 or equivalent • GSCE level C in English or equivalent
EXPERIENCE	• Experience of providing good customer care, particularly in dealing with customer complaints • Experience of regular multi-tasking and dealing with nonroutine activities as well as advanced technical and / or practical skills with regard to using a wide range of office equipment and information systems in an administrative environment
SKILLS AND ABILITIES	• Ability to work within a team as well as on own initiative • An ability to work to deadlines and under pressure • Excellent level of computer skills including the ability to use • Microsoft Office including Word, Excel, PowerPoint, Outlook, the use of electronic diary management and minute taking • Well organised and efficient • Excellent communication and interpersonal skills as well as a flexible approach • Excellent written communication skills as are accuracy, common sense and enthusiasm • Excellent customer care skills
KNOWLEDGE	• Customer care
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
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