Kent County Council

Job Description: Senior Technical Support Officer

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| **Directorate:** | **Growth, Environment & Transportation** |
| **Unit/Section:** | **Highway Operations - Street Works** |
| **Location:** | **Aylesford/Ashford Highways Depot** |
| **Grade:** | **KR8** |
| **Responsible to:** | **Street Works Manager** |

**Purpose of the Job:**

To lead on both the communications of street works and enquiry/complaint response.

To supervise the Streetworks Technical Support Officers (TSOs) in supporting the Streetworks Team by them carrying out their administration duties. To monitor/ensure the deliverance of efficient and effective customer-focused services.

**Main Duties and Responsibilities**

• Work with the KCC Business Performance Team by creating standard responses to enquiries/complaints to deal with the high volume of customer contact.

• Compile more complex enquiry/complaint responses on behalf of the Streetworks Coordinators.

• Communicate with stakeholders at all levels including multi agency partners, Councilors (Parish, District and County), MPs, utility companies, public transport providers, senior managers as well as members of the public. Excellent interpersonal skills are required to be able to communicate effectively with these stakeholders, both verbally and in writing.

• Responsible for supervisory line management of 2 TSOs on a daily basis and the development/performance management of the team’s day to day TSO activities. Managing pressures in demand, allocating work and identifying their training needs.

• Ensure that adequate resource and cover for the TSO duties is maintained at all times.

• Review the TSO processes to ensure that the County Council meets its duty as laid out in legislation and KCC’s customer service performance standards. In addition to building on existing process to ensure a streamlined way of working monitor performance and to streamline processes for maintaining records.

• Work with the other Senior TSO to ensure consistency in quality of communication/complaint response, processes and procedures and that best practices are identified and adopted within the Streetworks Team.

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Person Specification: Senior 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.

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|  | **CRITERIA** |
| **QUALIFICATIONS** | * Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English. |
| **EXPERIENCE / KNOWLEDGE** | * Experience of supervision of staff including HR processes, resource planning and operational supervision is desirable but not essential. * Experience of working in a customer-orientated environment. |
| **SKILLS AND ABILITIES** | * Confidence to provide front line support to the public, elected Members, Parish Councils and Kent Police. * Organised and self-motivated. * Ability to prioritise work. * An excellent telephone manner * PC literate with good keyboard skills. * Ability to analyse information and resolve problems. * Good teamwork skills. * Attention to detail. |
| **BEHAVIOURS AND KENT VALUES** | **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 |