

Kent County Council

Job Description: *Technical Support Officer*

Directorate: Growth, Environment and Transport
Unit/Section: Highway Operations Team
Grade: KSC
Responsible to: TSO Team Leader

Purpose of the Job:

To assist with the support of all administrative duties within the Streetworks and Highway Operations Team to deliver efficient and effective customer-focused services.

Assist Highway Managers and the Streetworks Managers by providing general administrative support.

To support the Senior Highway Managers, carry out daily tasks and supporting the delivery of Team Management.

Main duties and responsibilities:

- Managing phone calls, diary management, and arrangement of meetings for the management team and Senior Highway Managers.
- Providing support to managers in responding to external letters and communications ensuring adherence to KCC customer service standards. Management of team leave calendars and generic mailbox.
- Administration of vegetation enforcement notices for the Kent Highways team.
- Project support including research, report compilation and media work.
- Monitoring of highways systems dashboards (WAMS) to including logging of enquires for managers.
Produce reports from WAMS when required.
- Preparation of Deep Dive data in consultation with Senior Highway Managers.
- Preparation of Joint Transportation Reports for all Highway Managers.
- Ordering of uniform, equipment, and management of purchase orders for all sundry items for the team.
- Minute taking for management meetings on a rota basis with other TSOs.
- Preparation of technical data for presentations and meetings.
- Work as part of a delivery team to facilitate seminars and training sessions.
- Assist Stewards and Engineers with Land Registry and Map Searches.
- Maintain IRO/SDO/WDO rotas with HM's/SHM's. Create weekly IRO/SDO/WDO rota and send to all relevant officers.

- Liaise with contractors, stakeholders, and the public on routine queries
- Assist the Highway Manager with Icasework and FOI for overdue or upcoming deadlines

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 (TSO)*

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"> • GCSE or equivalent level, including passes at C grade or higher in Maths and English • City & Guilds accreditation in relevant subject or ONC/BTEC or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Proven relevant technical experience of working in a local government or highways environment • Experience of working in a customer-oriented environment
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Computer literate. Able to use MS Office and other typical general office packages • Able to demonstrate attention to detail • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders • Demonstrable skills in managing information and communicating with others • Good teamwork skills
COMPETENCIES	<p>People and Partnerships</p> <p>Good communication (ask questions, listen, act and feedback)</p> <p>Good customer care (be customer focused, approachable to partners, public and staff)</p> <p>Teamwork and cooperation (with partners, colleagues to achieve common goals)</p> <p>Outcomes and Delivery Have a 'can-do' approach (be clear, share knowledge, look for opportunities, prioritise and deliver)</p> <p>Character and Courage Self-confidence (be strong, courageous and have self-belief)</p>

**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