

## Kent County Council

### Job Description: Technical Support Officer

---

<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Resource Management &amp; Circular Economy</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Insight &amp; Development Manager or Service Delivery Manager / Environmental Infrastructure &amp; Compliance Manager</b>
<b>Location:</b>	<b>Invicta House</b>

### **Purpose of the Job:**

As part of a team and as an individual, provide an administrative service for Resource Management & Circular Economy to support the work of all the teams. Provide first line data validation for a variety of duties, such as; service provider invoices, first point of customer contact and administer customer contacts, complaints and queries, administration of abandoned vehicles, HWRC exemption vouchers, purchase orders, and provide support for meetings.

### **Main duties and responsibilities:**

1. Act as first point of contact for the Resource Management & Circular Economy service and for all customer complaints and compliments, referring these to the appropriate person for response and resolution, and 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.
2. Process, maintain and monitor financial records relating to expenditure and income, including the placing of orders on the iProcurement system, 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.
3. 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.
4. 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.

5. 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.
6. Arrange and co-ordinate appointments and meetings on behalf of managers and other staff within the service, including large gatherings such as seminars involving external agencies and speakers, making venue and hospitality bookings, putting together agendas, dispatching relevant documents and taking minutes where required, to ensure that the whole process runs smoothly and that any action points are followed up at the end of the meeting.
7. 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.
8. 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.
9. You will be required to provide 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.

# Kent County Council

## 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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to NVQ level 2 or equivalent</li> <li>• GSCE level C in English</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of providing good customer care, particularly in dealing with customer complaints</li> <li>• Experience of regular multi-tasking and dealing with non-routine 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</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to work within a team as well as on own initiative</li> <li>• An ability to work to deadlines and under pressure</li> <li>• 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</li> <li>• Well organised and efficient</li> <li>• Excellent communication and interpersonal skills as well as a flexible approach</li> <li>• Excellent written communication skills are particularly important, as are accuracy, common sense and enthusiasm</li> <li>• Excellent customer care skills</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Customer care</li> </ul>
<b>BEHAVIOURS</b> The post holder is required to demonstrate all the behaviours set out in the Kent standard but these are key to this post	<b>Conversation and Compassion</b> <ul style="list-style-type: none"> <li>• Being sensitive to someone's needs and adjusting accordingly, accepting differences</li> <li>• Listen carefully and act on what is being said – use clear language</li> </ul> <b>Empowerment and enterprise</b> <ul style="list-style-type: none"> <li>• Have a can-do attitude, be positive, deal with things here and now</li> </ul> <b>People and Partnerships</b> <ul style="list-style-type: none"> <li>• Be customer-focused</li> </ul> <b>Outcomes and Delivery</b> <ul style="list-style-type: none"> <li>• Understand the priorities and work within the agreed timescales</li> </ul> <b>Radicalism and urgency</b> <ul style="list-style-type: none"> <li>• Move forward, take the initiative, suggest new ideas</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<b>Kent Values:</b> <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> </ul>

	<ul style="list-style-type: none"><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>
--	---