

Kent County Council

Job Description: *Senior Technical Support Officer*

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, Councillors (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.
- Develop and deliver well-executed and effective planned and emergency works bulletins to ensure essential information is provided to external stakeholders and the press office.
- Keep up to date with the media to identify potential issues.
- Investigate various options to communicate and be proactive to alleviate complaints.
- 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.

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: *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.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Good general education to GCSE or equivalent level, including passes at C grade or higher in Maths and English.
EXPERIENCE / KNOWLEDGE	<ul style="list-style-type: none">• Experience of working in a customer-orientated environment.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• 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	<p>Kent Values:</p> <ul style="list-style-type: none">• 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best</p>

	<p>interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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