

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Senior Technical Support Officer	Job number: WM0512
Service Area : Housing, Environmental Health & Trading Standards	Team: Head of Service

JOB PURPOSE

To provide the Head of Service and the wider services with a proactive, effective, confidential support and administrative service. To provide varied and complex office and business support functions to Service Managers including supporting senior staff in pressurised circumstances e.g. meeting deadlines for Council Meetings, also to enable the Unit Managers to operate effectively and to ensure the overall and diverse needs of the service are met within the corporate framework and systems.

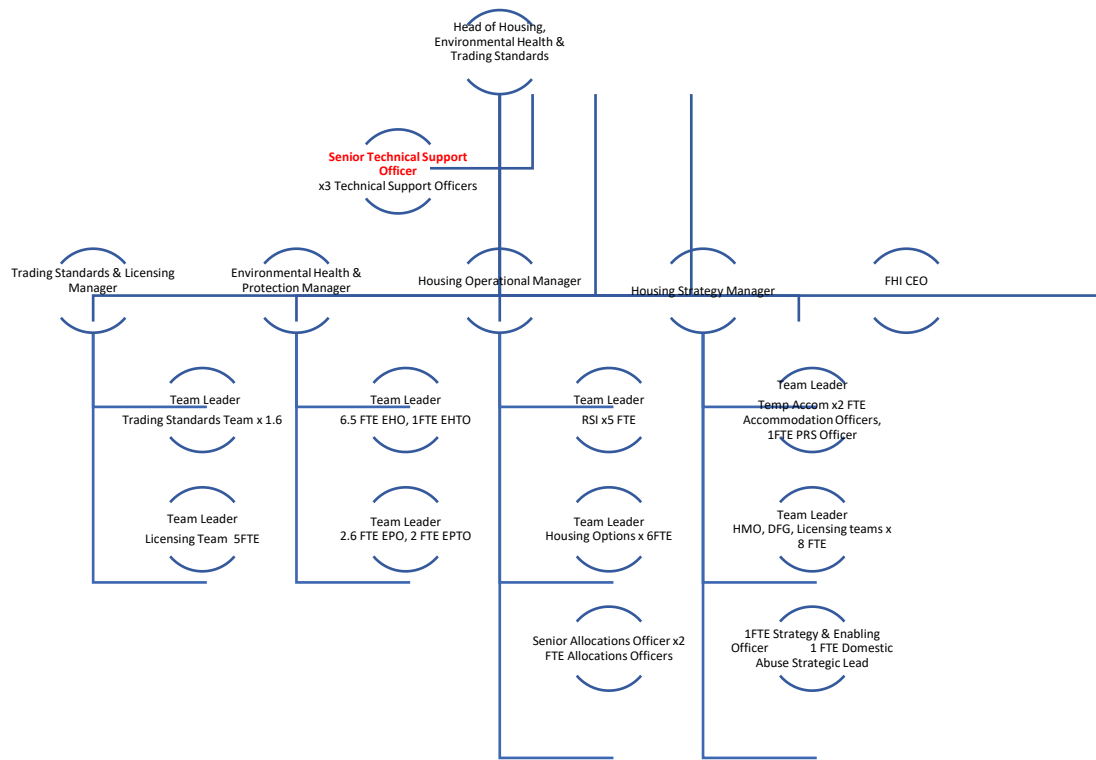
To manage a small team responsible for the service invoicing and wider service administration, including

- ensuring that temporary accommodation properties used are providing value for money
- providing full customer and technical support to the housing, environmental health and trading standards services.
- dealing with enquiries from the Customer Services Centre, members of the public, elected members and other staff within the Council regarding all aspects of enforcement services and processing complex back-office statutory processes, including disabled facility grants and other similar functions.

To be responsible for the day-to-day invoicing of Temporary Accommodation Service to ensure that the demand required for affordable accommodation is met and best utilised to reduce costs to the temporary accommodation budget.

- Setting up accommodation charges accounts for all residents in TA and ensuring accommodation charges are correctly calculated and applied
- Accurate recording of accommodation charges and chasing of arrears

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Local operating procedures and specific activities/tasks will be supplied by the service.

1. To provide support to the Head of Service and Service Managers, and to ensure day-to-day office systems and procedures are maintained so as to enable effective and efficient operations to be implemented and to meet Cabinet and Council agenda deadlines as necessary including diary management and minutes. .
2. To have a flexible attitude to duty in order to manage the unpredictable dynamics and workload of the Head of Service and wider service area,
3. To operate and maintain the Service areas filing system, assisting in the production of reports and ensuring up to date policies and procedures are in place for the service.
4. To work towards smarter working practices to ensure the Customer Technical team is continually working towards the corporate goal of 'delivering excellence'.
5. To undertake and complete routine administration including recording of leave, sickness and absence monitoring for the service area including assisting in the schedule for recruitment interviews and to assist with the induction process for new starters.
6. To deliver a front line contact service for residents, businesses, Councillors and internal queries ensuring all incoming calls are responded to in an efficient manner.
7. To provide and acquire information from all levels within the Council as well as engaging with external partners/organisations on behalf of the Service Area.
8. To ensure FOI requests, complaints and MP enquiries within the Technical Support team are handled appropriately and in accordance with the FOI Act and the Borough's RIM policy. These requests can often be confidential and/or of a sensitive nature.
9. To raise contract payments, purchase orders and invoices and all the financial forms in accordance with the Council's financial procedures and ensure that deadlines for payments and year end reports are met.
10. To ensure invoices for accommodation charges are raised promptly and outstanding debts are collected quickly, ensuring re-charges for costs incurred due to damage to properties / removal of furnishings are recorded and customers invoiced appropriately

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook, these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values
- Budget management
- Specific responsibilities for managers.

Person specification

Key Criteria	Essential	Desirable	How assessed
<p>Qualifications and training</p>	<p>4 GCSE's including Maths & English</p> <p>Educated to A-level / NVQ Level 3 or experience in relevant field.</p>	<p>Management qualification</p> <p>Experience of budget control and monitoring.</p> <p>Experience of drafting reports, policies and procedures and of meeting deadlines</p>	<p>Application/interview/assessment</p>
<p>Job Competence summary (knowledge, skills, abilities, experience)</p>	<p>Staff management experience</p> <p>Proven ability to manage difficult situations remaining calm, friendly and professional</p> <p>Must have a sound understanding of the need for confidentiality and the Data Protection Act</p> <p>Excellent verbal and written communication</p> <p>Experience of working successfully in partnership</p> <p>Ability to collate, analyse and report on statistical data as required</p> <p>Experience of working in a busy, front line, customer-focused team.</p> <p>Excellent IT skills and experience of a range of IT products, including Word, Excel and Housing Management Information Systems to a competent and confident level.</p> <p>Excellent customer care skills and ability to</p>	<p>Knowledge of ordering/invoicing using a computerised financial system would be advantageous.</p> <p>Ability to shape and to follow policies and procedures.</p> <p>Knowledge of project management systems</p> <p>Proven ability to manage difficult situations remaining calm, friendly and professional</p> <p>Experience in a performance driven environment to meet targets.</p>	<p>Application/interview/assessment</p>

	<p>inspire this focus in others.</p> <p>Understanding of diversity issues and addressing the needs of various stakeholders.</p> <p>Ability to demonstrate effective negotiation and influencing skills.</p> <p>Knowledge of Health and Safety policies and procedures.</p> <p>Must be motivated and organised with a professional approach, able to effectively manage time.</p>		
<p>Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)</p>	<p>Commitment to Diversity and Equality</p> <p>Prepared to work outside ordinary working hours, e.g. preparation of reports for deadlines etc</p>		<p>Application/interview/assessment</p>
<p>Politically restricted post</p>	<p>No</p>		
<p>This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.</p>	<p>The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.</p>		<p>The competent answering of interview questions in English.</p>