

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

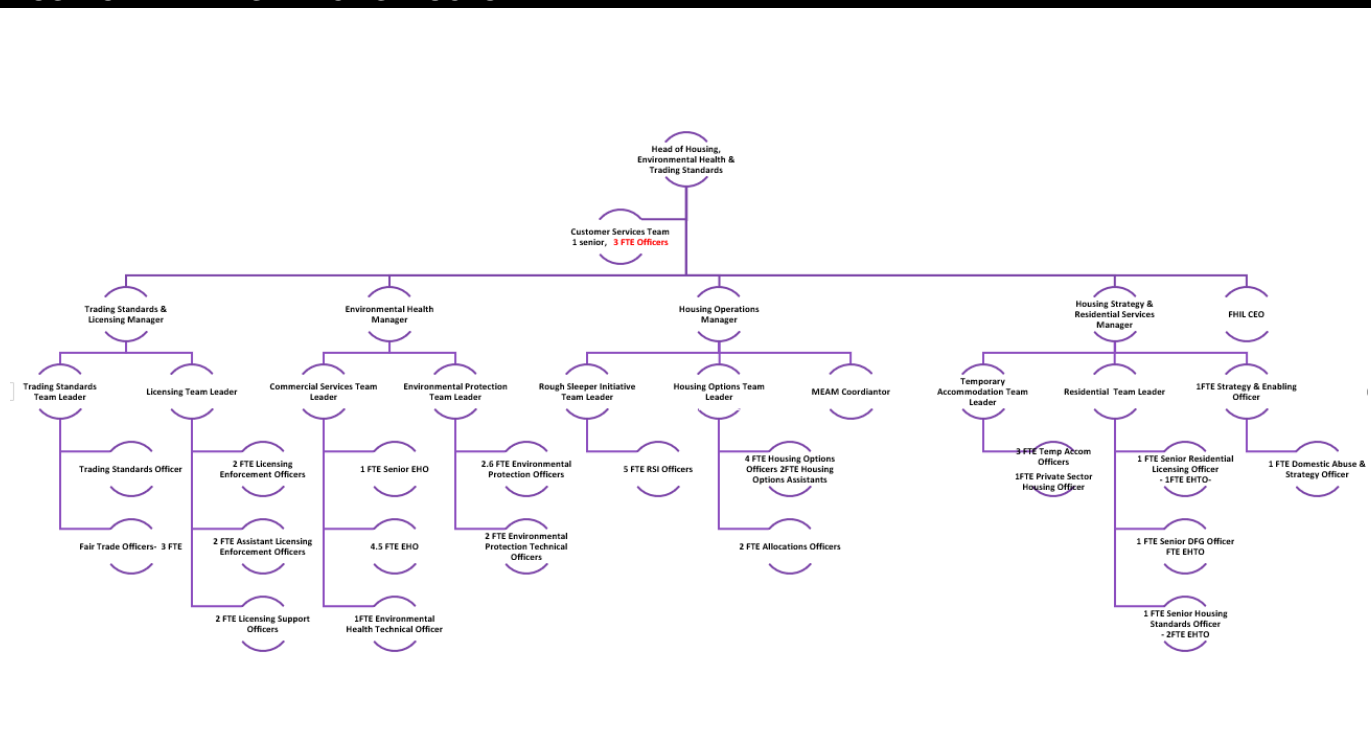
Job Accountabilities

Job Title: Customer Technical Support Officer	Job number: OP0121
Directorate: Communities	Service Area: Communities, Enforcement & Partnerships

JOB PURPOSE

To provide technical and customer support services to Housing and Enforcement Services which includes Environmental Health (Residential Services and Commercial Services) and the Trading Standards and Licensing teams.

POSITION WITHIN SERVICE STRUCTURE



JOB ACCOUNTABILITIES

Service delivery accountabilities:

- Under the general direction of the Senior Technical Support Officer the post holder will provide full customer and technical support to Housing & Enforcement services which includes the Environmental Health (Residential Services and Commercial Services) and the Trading Standards team.
- To work as part of a professional team responsible for 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.
- To process complex back-office statutory processes, including disabled facility grants and other similar functions.
- To undertake budgetary support, including the raising of purchase orders and processing of invoices and other payments.
- To ensure that expenditure is approved by a designated service lead and be responsible for ensuring the Authority's financial regulations are followed.

6. Taking responsibility for ensuring that service requests are recorded appropriately and passed to the appropriate service lead for escalation if appropriate; within the clearly defined service standards requirements set by the Authority.
7. To be responsible for undertaking initial contacts with customers and investigation actions for complaints and case investigations as directed and advised by the appropriate service manager.
8. To be responsible for sign-posting customers to appropriate services both within the Authority and externally.
9. To be responsible for compiling and inputting all information onto the service's computer database systems and to ensure effective collation and distribution of statistical information required both within the Authority and by Central Government and other external bodies.
10. To be responsible for cascading any relevant back-office training to associated officers, as required, ensuring that all staff are competent in the use of the various service database systems.
11. To be responsible for the continuous review and improvement of the service identifying smarter and more efficient ways of delivering the service including the wider unit.
12. To administer all of the service's correspondence and documentation, including scanning, filing and photocopying as necessary.
13. To undertake any other duties commensurate with the general levels of responsibility of the post.

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

1. Corporate management
2. Information governance compliance
3. Whistleblowing
4. General Safeguarding Statement
5. Project and work management
6. Working in a team
7. Risk management including Health & Safety
8. Equality of Opportunity
9. CREATE- our corporate behaviours
10. Budget management
11. Specific responsibilities for those working in services for children or adults
12. Specific responsibilities for managers

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

Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	<p>Minimum of 5 G.C.S.E.'s or equivalent, including Maths and English</p> <p>Experience in administration work including finance and using IT.</p>	<p>Degree or equivalent qualification in a, science, environmental, business or regulatory discipline.</p> <p>Higher qualifications of a recognised standard</p> <p>Working in a large organisation such as a Local Authority</p>	Application form / interview
Job Competence summary (knowledge, skills, abilities, experience)	<p>Experience of working in a busy, front line, and customer focused team.</p> <p>Good IT skills and experience of a range of IT products, including Word, Excel and Management Information Systems.</p> <p>Effective communication skills, orally and in writing, and experience of giving presentations to various bodies.</p> <p>Ability to work as part of a multi-disciplinary team</p> <p>Ability to gather information and record accurate records of findings and observations.</p> <p>Ability to work in a logical manner following set procedures and instructions</p> <p>Ability to communicate with people from all types of background.</p> <p>Ability to operate effectively under pressure and to plan, organise and prioritise workload</p> <p>Ability to work effectively with businesses, partners and stakeholders</p>	<p>Experience of using community, environmental or regulatory service management software (ie: Uniform).</p> <p>Experience with finance and debt recovery procedures.</p> <p>Experience with Disabled Facility Grants.</p> <p>Experience of achieving successful results and outcomes against targets.</p>	Application form / interview

	<p>Undertake and commit to personal development, innovation and learning</p> <p>Highly motivated and a commitment to achieve results efficiently and effectively</p>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Flexible working hours, occasional unsocial hours</p> <p>Current clean driving licence</p> <p>DBS</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.	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.		The competent answering of interview questions in English.