

## **Technical Support Administrator**

### **Job Description and Person Specification** March 2017

## Job Description

<b>Job Title:</b>	<b>Technical Support Administrator</b>
<b>Service Area:</b>	People
<b>Function:</b>	Business Support
<b>Team:</b>	Direct Payments & Client Support
<b>Post number:</b>	TBC
<b>Grade:</b>	LBR05
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours/ 52.14 weeks
<b>Base location:</b>	Town Hall/ Lynton House/ any other council location
<b>Reports to:</b> <i>Job title</i>	Senior Support Officer / Business Support Manager
<b>Responsible for:</b> <i>Job titles of direct reports</i>	None
<b>Role purpose and role dimensions:</b> <i>Overview of the job</i>	<ul style="list-style-type: none"> <li>• To provide a high quality technical administrative support service, relevant to the area of business, to the Directors, Heads of Service, Principal Officers and other administration functions as required.</li> <li>• Assist the support service with a range of technical management duties including carrying out research for input into reports.</li> <li>• Deliver a range of specialist services, advising and assisting customers on specific aspects within their own area of work to maximise service quality, efficiency and continuity.</li> <li>• Deal with enquiries, ensuring that appropriate advice, guidance and referrals are made, Prepare and analyse management or technical information, including project plans for the service area.</li> <li>• The post holder will respond flexibly, positively and successfully to the ever changing pressures which arise in their respective directorate.</li> <li>• The post holder will use their initiative to handle processes and to resolve problems and queries based on experience and judgment. They will receive clear guidance but will perform with minimal day to day supervision.</li> <li>• To provide cover and deputise on occasion for their line manager and other Technical Officer's.</li> </ul>
<b>Key external contacts:</b> <i>Organisations</i>	Residents, all relevant external agencies including Central Government Departments and Officers in other Local Authorities.
<b>Key internal contacts:</b> <i>Job titles or groups of staff</i>	Corporate Directors, Operational Directors, Heads of Departments, Members, all relevant Directorates, Teams and Units.
<b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i>	None
<b>Key areas for decision making:</b>	Technical service specific queries

<p><b>Other considerations:</b>  <i>E.g. working patterns</i></p>	<ul style="list-style-type: none"> <li>• To attend and participate positively in team and other meetings as required with a view to promoting the development of an integrated response to client's needs, concentrating on the delivery of an efficient and effective service.</li> <li>• To provide cover for the work of other team members in their absence as required.</li> <li>• To participate positively in the Performance Management and Personal Development scheme.</li> <li>• To participate fully in the council's employee communication system.</li> <li>• To be smart and presentable at all times in compliance with the current dress code.</li> <li>• To maintain at all times a courteous, helpful and polite response to members of the public, Council Members, outside agencies and staff from other sections of the Council.</li> <li>• To undertake any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time.</li> </ul>
<p><b>Key accountabilities and result areas:</b></p>	<p><b>Key elements:</b></p>

<b>General</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• As directed arrange appointments and maintain diaries. This involves close liaison with the Heads of Service and will require judgemental skills in prioritising meetings</li> <li>• To respond and resolve enquiries and problems, judging when to pass complex queries on or involve others, in order to provide an effective service and clear advice to colleagues and callers.</li> <li>• To deliver a range of administrative support to senior officers in the service area and ensure systems or processes are maintained to an agreed standard or specification, to maximise service quality and continuity.</li> <li>• Be the first point of contact for service users, members of the public, Members and visitors.</li> <li>• As instructed manage e and maintain calendars, arranging appointments, meetings ensuring officers have the correct information and papers for meetings.</li> <li>• To ensure that confidentiality is maintained at all times, particularly when dealing with issues involving restricted access to information and/or service users. To ensure that appropriate discretion is exercised when dealing with sensitive (including politically sensitive) information and enquires, including media enquiries, member enquiries and from other organisations.</li> <li>• To support the administration of FOI's/ SAR's/ complaints/ Members Enquires / MP Enquires ensuring they are passed to the appropriate person.</li> <li>• To maintain records using databases and spreadsheet applications.</li> <li>• Maintenance of websites (intranet and internet) where required to ensure information is up to date.</li> <li>• To follow established ordering procedures to ensure adequate resources are available to meet work requirements.</li> <li>• Assist with the maintenance of financial, and/or stock records, and review data to contribute to resource planning.</li> <li>• Responsible for the administration of financial activities including payments, orders or monitoring.</li> <li>• To ensure a range of activities and schedules are delivered according to agreed deadlines and standards.</li> <li>• As directed undertake the gathering of research information for projects.</li> <li>• To assist in the preparation of management information reports.</li> <li>• .To assist in the organisation of internal and external events e.g. meetings, seminars, conferences. To include selecting and booking suitable venues and arranging catering. To produce correspondence as required.</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>• Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>

<b>Data Protection/Confidentiality</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>• Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures.</li> <li>• Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of reprimand.</li> </ul>
<b>Safer Working</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults where applicable. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<b>This will involve:</b> <ul style="list-style-type: none"> <li>• Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>• Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>• Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>

<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>
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## Person Specification

Job Title:	Technical Support Administrator		
<i>Method of candidate assessment: A = Application form, I = Interview/ Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
<b>Minimum education/ educational ability:</b>	<ul style="list-style-type: none"><li>Educated to GSCE standard or equivalent</li></ul>	A - I	3
<b>Minimum experience/ knowledge/ skills:</b>	<ul style="list-style-type: none"><li>Relevant administrative experience.</li></ul>	A - I	3
<b>Minimum competencies:</b> Customer service	<ul style="list-style-type: none"><li>Ability to be flexible and respond to customer needs.</li></ul>	A - I	3
Communicating and influencing others	<ul style="list-style-type: none"><li>Ability to communicate orally and in writing in a manner, which is clear, fluent, jargon-free and readily understood by the recipients.</li></ul>	A - I	3
	<ul style="list-style-type: none"><li>Ability to work as part of a team and has a clear understanding of team-working.</li></ul>	A - I	2
	<ul style="list-style-type: none"><li>Ability to promote and give a positive image of the team, the service area and the council.</li></ul>	A - I	2
Working together	<ul style="list-style-type: none"><li>Able to engage constructively with and deal with a wide range of people in person and by telephone including Members, senior officers, members of the public and people from other organisations.</li></ul>	A - I	3
Planning, organising & achieving results	<ul style="list-style-type: none"><li>Effective IT skills – ability to use MS Office (or similar) systems to produce documents, presentations, reports etc. and to input, retrieve and analyse data from IT systems.</li></ul>	A - I	3
	<ul style="list-style-type: none"><li>Ability to manage time, work to deadlines and prioritise work in an effective and productive manner.</li></ul>	A - I	2
	<ul style="list-style-type: none"><li>Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.</li></ul>	A - I	2
	<ul style="list-style-type: none"><li>Able to use own initiative and work with limited supervision while understanding the need to consult with line manager on occasions.</li></ul>	A - I	2
	<ul style="list-style-type: none"><li>Ability to handle confidential and/or sensitive information with appropriate discretion.</li></ul>	A - I	3
Personal Effectiveness and Self-Development	<ul style="list-style-type: none"><li>Takes responsibility for own development, actively pursuing learning and development opportunities.</li></ul>	A - I	3
	<ul style="list-style-type: none"><li>Is adaptable and receptive to new ideas and willing to adjust to new work priorities and demands.</li></ul>	A - I	3
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	