


<b>Profile Title:</b>	Technical Support Assistant					
<b>Reports to:</b>	Manager					
<b>Employee Management:</b>	None	<b>Grade:</b>	3	<b>Profile Ref:</b>	30821	
<b>Purpose of the Post</b>						
Responsible for supporting the day to day service in accordance with the relevant government legislation and guidance and supporting with quality and governance for inspection readiness Provide support to other officers within the team.						
<b>Responsibilities</b>						
<ul style="list-style-type: none"> <li>To apply the rules and guidelines, set out in the relevant legislation and policies taking the appropriate and relevant action to ensure timescales are met.</li> <li>To input, check and maintain a variety of electronic and paper based system ensuring information is accurate and stored and used appropriately.</li> <li>To accurately undertake duties whilst dealing with interruptions, queries and conflicting demands arising from customer queries and officer requests.</li> <li>To obtain information from vulnerable people over the phone.</li> <li>To ensure that anomalies and queries on individual applications are actioned and investigated appropriately, sourcing other relevant information, where necessary.</li> <li>To provide an efficient and effective support service to officers including preparation of files, ordering goods and services from specialist contractors, processing payments using electronic systems and other general administration duties.</li> <li>To act as procurer and verifier for tenders obtained via the Yor Tender system following relevant procurement guidelines.</li> <li>To undertake the maintenance of the client waiting list, organising appointments on behalf of other officers ensuring times and dates are convenient to both parties. Providing advice and guidance relating to the nature of the visit and the documentary evidence required.</li> <li>To build and maintain effective collaborative relationships with service users, other BMBC departments and external partners in order to obtain relevant information to progress applications, ensuring information and communications links are maintained.</li> <li>To deal with all enquiries from applicants and their representatives, by providing the appropriate information, advice and guidance in a polite, efficient and effective manner, while ensuring that confidentiality is maintained throughout.</li> <li>To undertake the accurate input of information to relevant systems to enable the completion of periodical statistical returns and reports.</li> <li>Input, check and maintain a variety of electronic and paper-based systems, ensuring information is accurate and stored appropriately.</li> <li>To contribute to the development, maintenance and review of systems and procedures to ensure effective and efficient administration of the service, in line with government legislation and guidance.</li> <li>To monitor and maintain stocks of items for the effective and efficient provision of the service.</li> </ul>						
<b>Education and Training</b>					<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>Relevant Level 2 qualification or equivalent</li> <li>Training on Microsoft Office</li> </ul>					A/C	E
					A/C	D

<ul style="list-style-type: none"> <li>Customer Care qualification</li> </ul>	A/C	D
<b>Relevant Experience</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>Experience of working in an support environment, working to and meeting strict deadlines and targets.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Experience of communication with a range of audiences including members of the public, elected members and external partners.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Experience of working with confidential and sensitive information</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Experience of using and maintaining information management systems and extracting data from these.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Experience of working with financial information, solving problems in relation to payments and invoices.</li> </ul>	A/I	E
<b>General and Special Knowledge</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>Knowledge of local government and the services it provides.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Knowledge of local government systems and procedures</li> </ul>	A/I	D
<ul style="list-style-type: none"> <li>Good working knowledge of computer based systems including Microsoft Office.</li> </ul>	A/T	E
<ul style="list-style-type: none"> <li>Knowledge and understanding of the importance of data protection, information governance and working safely.</li> </ul>	A/I	E
<b>Skills and Abilities</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>Ability to work effectively as part of a team.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to organise and prioritise conflicting workloads to meet deadlines and targets.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to use and interrogate varied information sources and systems to obtain relevant information.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to deal with enquiries from varied sources such as service users, elected members and other organisations in a polite, effective and efficient manner.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to liaise with other services, local authorities, outside organisations and agencies.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to handle and process considerable amounts of manual and computerised information ensuring accuracy of processing and safeguarding of sensitive and confidential information</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Ability to deal with issues arising, resolving problems where possible, escalating when necessary.</li> </ul>	A/I	E
<b>Additional Requirements</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Willing to undertake training and continuous professional development in connection with the post.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>Work in accordance with the council's vision, priorities, values and behaviours.</li> </ul>	I	E
<ul style="list-style-type: none"> <li>Able to undertake any travel in connection with the post.</li> </ul>	A/I	E