

Job Description

Post Title:	Technical Support Officer	Grade:	4
Post No:			
Directorate:	Environment	Section:	Estates
Responsible to:	Senior Estates Surveyor	Responsible for:	N/A
Location:	Civic Centre		

Overall Job Purpose:
To provide general administrative and technical support to Estates team.

Key Tasks & Responsibilities:
<ol style="list-style-type: none"> 1. To operate and provide support with the maintenance of the Council's Facilities and Asset Management Software (Technology Forge) and to maintain proper records of the Council's land and property holdings. 2. To assist with the provision of an Estates Management Service for land and buildings held by the Council. 3. To assist in the letting of land and premises. 4. To provide a full range of administrative duties including filing, photocopying, word processing services to the Team, including minute taking, preparation of letters, tables and reports arising from the Team's caseload. 5. To liaise effectively with colleagues, customers, members of the public and other professionals, ensuring co-ordinated, efficient and effective service delivery, providing contribution to continuous improvement. 6. To undertake such duties as may from time to time be required by the Head of Built Environment. The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.
Corporate Responsibilities:
The post holder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

Special Conditions:

(e.g. week-end work, shift allowance, car/telephone allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

This Job Description is current at the date shown below. In consultation with you it is liable to variation by management to reflect, or anticipate changes in, or to, the job.

Prepared by: Head of Built Environment

Date: March 2020

Post Holder Signature:

Date: