

Person Specification

POST:	TECHNICAL SUPPORT OFFICER	GRADE:	4
DIRECTORATE:	ENVIRONMENT	POST NO:	

COMPETENCIES (All competencies listed are essential to the post)	METHOD OF ASSESSMENT (Application Form/ Interview/Test)
Working Collaboratively	
Works with our partners and the community to achieve the best outcomes in a seamless way.	Interview
One Team One Council	
Encourage a culture of participation where staff feel empowered and valued.	Interview
Builds effective relationships outside immediate team.	Interview
Creates good customer relationships and demonstrates the highest level of customer care.	Interview
Shares a sense of pride in the work of the Council.	Interview
Communicates effectively.	Interview
Professional and polite and earns the respect of management and colleagues.	Interview
Work Smart	
Ensures public money is spent in the smartest way possible.	Interview
Participates in corporate working to ensure integrated service provision.	Interview
Demonstrates a positive can do approach.	Interview
Embraces a culture of continuous improvement.	Interview
Is accountable and transparent and takes responsibility for own actions.	Interview

COMPETENCIES (All competencies listed are essential to the post)	METHOD OF ASSESSMENT (Application Form/ Interview/Test)
Works flexibly and is receptive to new ideas and different ways of working.	Interview
Demonstrates integrity, honesty and trustworthiness as set out in the Council's Code of Conduct.	Interview
Evaluates and manages operational risk.	Interview
Brings commerciality into everyday thinking.	Interview
Organised in terms of prioritising and completing work.	Interview
Takes responsibility for own personal development.	Interview

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT (Application/Interview/Test)
Good level of education	ESSENTIAL	Application Form/Interview
Able to demonstrate sound competence levels of workplace literacy and numeracy.	ESSENTIAL	Application Form/Interview

SKILLS/KNOWLEDGE/ABILITIES	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
Knowledge and understanding of asset management.	DESIRABLE	Application Form/Interview
High level of computer literacy	ESSENTIAL	Application Form/Interview
Knowledge of property related database (i.e. Technology Forge)	DESIRABLE	Application Form/Interview
Knowledge of finance and budgets	DESIRABLE	Application Form/Interview
Knowledge of processing invoices using web based systems	DESIRABLE	Application Form/Interview
Effective personal communication and, both verbal and written.	ESSENTIAL	Application Form/Interview
The ability to work effectively as part of a team to get results.	ESSENTIAL	Application Form/Interview

EXPERIENCE	ESSENTIAL / DESIRABLE	METHOD OF ASSESSMENT (Application/Interview/Test)
Extensive experience in general clerical/administrative work	ESSENTIAL	Application Form/Interview

Experience of dealing with the public by telephone and in person	ESSENTIAL	Application Form/Interview
Experience of operating a variety of data based computer systems	ESSENTIAL	Application Form/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL /DESIRABLE	METHOD OF ASSESSMENT(Application Form/ Interview/Test)
Regular and Reliable Service (the Council does not wish to employ individuals who have a poor history of attendance at work where there is no underlying medical reason for the absence)	ESSENTIAL	References
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues.	ESSENTIAL	Application Form/Interview

PREPARED BY: M.BLUNDY	DATE: JULY 2020
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The Equality Act 2010 - Where appropriate, the duties may be reviewed where an applicant has a disability within the definition of the Act, or an existing employee becomes unable to carry out the full range of duties due to a disability