



Role Profile

Reference Number	MUL200
Role Title	Technical Administration Officer III
Directorate	Multiple
Department	Multiple
Reports to	

Role Purpose

To provide advice, guidance and analysis in support of the comprehensive, efficient, and effective technical administrative service for individuals and teams to maximise service continuity and quality, assisting BCP Council in achieving its purpose and objectives. The role will undertake complex technical administrative activities.

Accountabilities

- Act as a point of contact for complex and escalated enquiries and appeals from internal and external stakeholders including customers, senior leaders and professionals and member of the public, providing technical advice and challenge regarding processes and associated documentation in a professional and timely manner.
- Review and interpret complex data and information, including assessment of a range of applications, against a variety of criteria identifying and addressing omissions or discrepancies that are a barrier to processing and issue formal documentation to third parties to achieve application and/or eligibility outcomes. To manage expectations in respect of outcomes.
- Collect, collate, analyse, interpret and disseminate statistical data relevant to the service unit, to inform monitoring and decision-making. To provide alternative resolutions following analysis and interpretation.
- Maintain manual and electronic systems, including formal records, for the services supported to ensure data accuracy, confidentiality, and security.
- Recommend and implement opportunities for process improvement to enhance the support provided to BCP Council colleagues, stakeholder and customers.
- To be fully engaged in supporting the development of policy, ensuring compliance with statutory duties and responding to changing legislative requirements and local issues.

Knowledge / Skills / Experience required

- Diploma level qualification or equivalent experience.
- Customer-facing experience of providing administrative support services and working with a range of partnership organisations such as local authorities or higher education.
- Knowledge of the area of the Council supported and an authoritative knowledge of statutory regulations and legislation in that service area.
- Knowledge of a range of BCP Council systems, processes, and procedures, which may be complex.
- Knowledge of relevant complex criteria, requirements and standards against which documentation will be reviewed.
- Knowledge of IT packages including Word, Excel, and PowerPoint.
- Ability to communicate with tact and diplomacy with a range of internal and external stakeholders to resolve and escalate complex issues and complaints in a professional manner.
- Ability to plan and manage own workload, reprioritising tasks according to need and urgency.
- Ability to work under sustained levels of pressure to meet statutory timescales and ensure a satisfactory customer experience.
- To be able to demonstrate scrupulous attention to detail.

Dimensions of role

- The role may supervise the work of or provide guidance to junior support colleagues.
- This role does not manage any direct budgets.
- Planning takes place over weeks, months and academic years with an 18 month cycle.

Notes

Date:	October 2022
Working Conditions:	<ul style="list-style-type: none"> • Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them: • The role will need to maintain concentration due to the high number of decisions required every day regarding the process and journey of enquiries and applications due to opportunity for multiple-outcomes and possibility of scrutiny at the highest level including Local Government Ombudsman.
Working Arrangements:	<ul style="list-style-type: none"> • No specified working arrangements outside of a normal working pattern.