**Technical Support Officer - Internal Only**

 Dynamics Position No. and Role Profile Code100231

**Number of Positions:**

1

**Contract Type:**

Permanent

**Contract Details:**

Kevin Littlechild

**Salary:**

BCP Band F

**Working Hours:**

37

**Location:**

BCP Civic Centre

**Closing Date:**

31/12/2024

**Job Category:**

Administration / Customer Service

**Region / Division:**

Wellbeing

**Business Unit:**

Housing and Communities

**Job Introduction**

**Role Purpose**

To deliver a comprehensive support service, including managing team email boxes, handling complaints, and processing applications on the case management system. You will be responsible for responding to phone calls and providing advice and support appropriate to the role.

You will also need to process certain applications within set deadlines and assist other team members as needed.

Confidence in managing a busy workload, especially during peak periods throughout the year, is essential.

**Main Responsibilities**

These include but are not limited to:-

* Respond to requests, queries, and complaints related to the Service Unit's work, interacting with the public, Councillor’s, colleagues, businesses, contractors, and outside agencies, and referring to databases and record systems as needed.
* Provide accurate and relevant information, guidance, and advice, and resolve issues where appropriate.
* Use, update, and maintain record systems to ensure documentation and relevant records are accurate and secure.
* Prepare and produce certificates, notices, statements, letters, reports, licenses, and other documents as required.
* Compile and maintain statistical data and provide management information as required.
* Retrieve and check data and submit relevant information for Local Land Searches.
* Process incoming and outgoing mail.
* Develop effective working relationships with colleagues and work towards continuous improvements in all aspects of service provision.
* May supervise the work of or provide guidance to other colleagues.
* Prioritize and organize daily work to complete personal and group tasks.
* Complete routine and ad hoc administrative tasks as directed to the required standard and within the prescribed timescale.
* Participate in a rota system for office coverage
* Undertake personal training and development activities necessary for the duties of the post.
* Adapt to and contribute to new working practices.
* Perform tasks of a similar level interchangeably with other staff members in the Unit as required.
* Comply with Health and Safety Regulations, legislation, and Council policies at all times.

**The Ideal Candidate**

Will have the following qualifications and qualities

* At least 4 GCSEs including English and Maths grade C or above or equivalent.
* Proven competence and experience in business administration and finance within an office environment.
* Excellent communication skills including telephone, face to face, and written.
* Ability to develop a professional rapport and maintain effective working relationships.
* Good IT skills including the Microsoft Office package.
* Good interpersonal and communication skills; emotional intelligence.
* Self-motivated and self-reliant with excellent teamworking skills.
* High level of resilience and calm under pressure.
* Excellent oral, written and presentational skills and commitment to quality output and outcomes.
* Negotiation and decision-making skills.
* An ability to find positive and practical solutions to problems.
* Attention to detail and ability to deliver work to tight deadlines and be flexible in managing workloads.
* Ability to work flexibly within a team, with ability to use own initiative and without direct supervision.
* Post holder may be required to travel between locations.

For an informal discussion about the role please contact Kevin Littlechild on 01202 127984 or kevin.littlechild@bcpcouncil.gov.uk

**About BCP Council**

BCP Council provides services to a diverse community of 400,000 residents and employs more than 5,000 people. Our area includes over 15 miles of beautiful world-renowned coastline. We can offer career defining roles to transform and improve services. By working with us, you can help deliver a vision of a thriving, word-class, prosperous and inclusive place for generations to come.

**Our Benefits**

We offer an excellent benefits package to colleagues. Find out more on [our website](https://www.bcpcouncil.gov.uk/Jobs-and-apprenticeships/Colleague-benefits-and-support.aspx).

As a result of the creation of BCP Council in 2019, we are working on simplifying our terms and conditions of service and will be creating a single pay structure which is to be applicable for all employees. It is important to us that we offer benefits that our colleagues value as part of their total employment package and we are reviewing these to make sure we have it right. We are in the process of establishing a timescale for implementation and colleagues joining us will be included in these changes. This is expected to be in place in 2024.

**Attached documents:**

* [ Technical Support Officer - Job Description 2024.docx](https://recruitment.bcpcouncil.gov.uk/members/modules/jobV2/fdownload.php?j=f5f9b72f3f3dd901&f=ff762de380bfab2e)
* [ Technical Support Officer - Person Specification 2024.docx - Person Specification](https://recruitment.bcpcouncil.gov.uk/members/modules/jobV2/fdownload.php?j=f5f9b72f3f3dd901&f=f4243fdc2b9ec53e)