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Reference Number	MUL058
Role Title	Technical Administration Officer I
Directorate	Multiple
Department	Multiple
Reports to	

Role Purpose

To provide a comprehensive, efficient and effective technical administrative support to individuals and teams to enable them to maximise their delivery and assist BCP Council in achieving its purpose and objectives.

Accountabilities

- Act as a point of contact for enquiries from internal and external stakeholders including customers and member of the public, providing advice regarding processes and associated documentation in a professional and timely manner.
 - Review and interpret information, including assessment of applications, against defined criteria identifying and addressing omissions or discrepancies that are a barrier to processing and issue formal documentation to third parties.
 - Where required, process calculations (which may be complex) in line with standardised frameworks in order to collect fees or other payments and issue associated paperwork using relevant ICT systems.
 - Maintain manual and electronic systems and records for the services supported to ensure data accuracy, confidentiality, and security.
 - Identify and escalate opportunities for process improvement to enhance the support provided to BCP Council colleagues and stakeholders.
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Knowledge / Skills / Experience required

- GCSE level qualifications or equivalent experience.
 - Experience of providing administrative support services.
 - Knowledge of the area of the Council supported and any specific support knowledge related to that service area.
 - Knowledge of a range of BCP Council systems, processes and procedures, some of which may be complex.
 - Knowledge of relevant criteria, requirements and standards against which documentation will be reviewed.
 - Knowledge of IT packages including Word, Excel and PowerPoint.
 - Ability to communicate with a range of stakeholders in a professional and courteous manner.
 - Ability to prioritise tasks according to need and urgency.
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Dimensions of role

- This role does not have any supervisory or management requirements.
 - This role does not manage any direct budgets.
 - Planning will typically be over the day or week, with a need to be both reactive and proactive.
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Notes

Date: 01/02/2021

Working

Conditions:

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 in the face of repetition and monotony when entering/checking data or undertaking calculations.

Working

Arrangements:

- No specified working arrangements outside of a normal working pattern.
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Accessibility