**Job Description**

**Post Title TECHNICAL SUPPORT OFFICER**

**Role Profile** MUL059 - Technical Administration Officer II

**Service/Team** Public Protection

**Reports to** Technical Support Team Manager

**Post number** 100231

**Career Grade** BCP Band F

**My job helps to ensure public protection functions are delivered in a professional and timely fashion to protect public safety and secure compliance with legislative standards. This contributes to the wider work of the directorate which improves and supports the quality of life for the people of Bournemouth, Christchurch and Poole.**

**Job Overview**

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**

* 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.

**Specific Qualifications and Experience**

* 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.

**Personal Qualities & Attributes**

* 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.

**Job Requirements**

* Post holder may be required to travel between locations**.**

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.