

Job Details

Job Title:	TECHNICAL AND ADMIN SUPPORT OFFICER
Post Number:	POST000366
Directorate:	Environmental and Community Services
Section:	Technical and Admin Support
Post Grade:	Tier: 5, Grade: D
Responsible to:	Neighbourhood Services Manager
Responsible for:	N/A

Job Purpose

- Provide efficient and effective technical and administrative support to the Environmental and Community Services Directorate.
 - Ensuring public enquiries and complaints, word processing, mail, payments and filing are dealt with in a timely and accurate manner.
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Main Responsibilities

- Provide an effective service to the public and local businesses so that enquiries about a wide range of the Directorate's service areas are interpreted accurately and channelled accordingly so they are resolved quickly and correctly.
- Draft and issue accurate legal and sensitive documents such as licences, authorisations, approvals, statutory notices, reports, contracts and correspondence having an understanding of the legislation involved.
- Record, acknowledge and circulate Comments, Compliments and Complaints to ensure they are answered in a timely way. Manage and track progress in order to draft and send replies.
- Take notes at meetings and produce accurate minutes maintaining confidentiality at all times.
- Update and maintain information available to the public i.e. website, leaflets, application forms, ensuring that fees are current.

- Update and maintain all departmental documents, procedure notes, to ensure the smooth running of the Directorate during periods of holiday and sickness.
 - Report and provide statistical information for National Indicators to allow for the effective monitoring and evaluation of the service.
 - Records management including updating and maintaining Directorate databases and files in order to research and investigate files and historic records in response to customer queries.
 - Undertake general office duties including the sorting and distribution of internal/external mail, photocopying, scanning and stationery stock-takes.
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Decision making

- Refer debtors to the Council's legal department as and when required if payments have not been received.
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Financial Responsibilities

- Generate purchase orders for goods and services on the e5 system, verify accuracy, certify items and services have been received, ensure correct cost codes are used and that anomalies are investigated.
 - To raise sundry debtors and monitor all payments received ensuring data accuracy and to generate reports.
 - Reconcile payments received for accuracy and rectify any incorrect entries.
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Key Contacts / Relationships

- Handle a wide range of enquiries from members of the public, local businesses, Councillors, colleagues and external partners.
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: **Neighbourhood Services Manager**

Date: **September 2025 (correction on line manager reporting)**

Version: **1.0**

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: TECHNICAL AND ADMIN SUPPORT OFFICER

Post Number: POST000366

EXPERIENCE

Essential Criteria

- Experience of providing clerical and administrative support. A,I
- Experience of dealing directly with the public. A,I
- The use of office equipment systems including ICT e.g. the Microsoft Office suite of products. A,I

Desirable Criteria

- Experience of supporting a wide range of services. A,I
 - Experience of processing payments, orders, equipment, publications etc. A,I
 - Local government experience. A,I
 - The use of ICT systems to maintain and produce information e.g. the Microsoft Office suite of products and also specific management information systems. A,I
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QUALIFICATIONS

Essential Criteria

- A good standard of general education with evidence of good literacy and numeracy skills A,I

Desirable Criteria

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SKILLS & KNOWLEDGE

Essential Criteria

- Ability to communicate at all levels. A,I,T
- Ability to absorb detailed instructions to perform set tasks. A,I
- Ability to work on own initiative and as part of a team. A,I

Desirable Criteria

- Ability to use a range of management information systems. A,I,T
- Understanding of financial systems. A,I
- Knowledge of local government. A,I

OTHER REQUIREMENTS

Essential Criteria

- Pleasant and friendly attitude. A,I
- Willingness to learn and develop new skills. A,I
- Enthusiastic and flexible in approach to work. A,I

Desirable Criteria

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ASSESSMENT KEY:

A Application | I Interview | T Test | D Documentation

Version: 1.0 – September 2025