

JOB DESCRIPTION

POST TITLE:	PRINCIPAL TECHNICAL SUPPORT OFFICER
DIRECTORATE:	HOUSING, CLIMATE AND ECONOMY
SERVICE:	STREETSCENE
GRADE:	PO3
LOCATION:	LONDON BOROUGH OF HACKNEY
RESPONSIBLE TO:	GROUP MANAGER
RESPONSIBLE FOR:	Up to 5 staff

PURPOSE OF THE JOB

- To operationally manage the Technical Support Officers to ensure delivery of performance targets.
- To manage a team providing comprehensive technical support to underpin the delivery of all functions of the Streetscene service and ensure a first class professional customer service and compliance with internal as well as legislative requirements.
- To lead on behalf of Streetscene on the development, implementation and use of ICT systems and new ways of working within Streetscene and to work with colleagues to adopt innovative approaches and implement projects to achieve improvements in service delivery and/or meet corporate and legislative requirements relating to the service area

MAIN AREAS OF RESPONSIBILITY

The post holder will have responsibility for the following:

- Managing all data processing within the Service. This will include ensuring logging of defects and complaints, electronic transfer of NRSWA notices (ETON), street gazetteers, invoices and other financial monitoring etc.
- Submitting the Service area's monitoring information/statistics including returns to DETR, CIPFA, NI and local PI information or any other data that is required.

- To contribute to the key divisional and directorate based projects and other corporate initiatives which impact on the Service area.
- To be performance managed by the line manager and be accountable for the effective provision of the relevant functions and obtaining best value.
- To contribute significantly to projects of a wider remit in implementing innovative solutions for the Division e.g. service delivery initiatives and projects to support the achievement of divisional objectives including the Mayor's priorities.
- To take responsibility for the supervision of staff and contribute towards staff training, development and performance. To continually review professional standards to ensure health and external recognition and accreditation of the Unit.
- Oversee the development and maintenance of a system for recording the Health and Safety training requirements of the Service Area and tracking the service's compliance with requirements.
- To lead on ensuring accurate performance data and ad-hoc reports are provided to the Team Manager or Head of Service as required.
- Be the lead representative for facilities management and fleet management in respect of all matters affecting Streetscene, ensuring the needs of the team are met.

SERVICE SPECIFIC ACCOUNTABILITIES

- Provide innovative and pro-active solutions to improve service delivery. Act as a Champion for new ways of working.
- Keep abreast of appropriate technical developments relevant for Streetscene.
- Build excellent working relationships with key internal and external stakeholders and third party members and promote Streetscene services.
- Deal with all day-to-day correspondence and telephone calls in line with service standards.
- To apply effective project management techniques where required to further the objectives of the Service area.
- To process all data in accordance with national and locally agreed standards.

- To assist in implementing special initiatives and corporate requirements effectively within the Service area.
- To implement appropriate policies, procedures and work programmes to facilitate the efficient discharge of performance management issues, service and corporate initiatives, e.g. Equalities.
- To work with colleagues in providing all necessary statistical returns and monitoring data required to meet Service area, divisional, directorate or corporate requirements and to satisfy Government and legislative directions.
- To assist in the preparation of procedure and guidance notes and the development of quality assurance and system manuals of good practice.
- To work with colleagues towards the development and implementation and maintenance of service and business planning processes, including Service Improvement Plans.
- To contribute to carrying out benchmarking and Best Value exercises with other authorities and bodies in relation to any function of the Service area.
- Provide timely and accurate monitoring information and data for performance scrutiny to the Team Manager as and when required.
- To perform any other support duties as required by the line manager to a level commensurate with the post.

COUNCIL SPECIFIC ACCOUNTABILITIES

Strategic Thinking and Planning

- To work with colleagues across the service and take the lead in developing strategies for service improvements, service development and the achievement of Council, departmental and customer objectives.
- To work with colleagues across the service and take the lead in the implementation arrangements to achieve strategies, objectives and business plans, translating strategic aims into practical and achievable plans.
- To work with colleagues across the service and take the lead in developing service delivery review mechanisms in order to monitor the progress and achievement of strategic objectives and goals.
- To ensure Best Value principles of working, and associated supporting data, are maintained and enhanced, and targets met.

- To deliver a highly customer focussed service which is attuned to the needs of internal and external service users and prepare reports for working parties and other forums, as requested.

Managing Services and Delivery

- Foster and sustain a strong performance culture throughout the team, motivating staff to deliver on Key Performance Indicator targets.
- Monitor and manage the performance of all staff under your supervision.
- Carry out annual appraisals and regular one-to-ones, ensuring staff have the appropriate training, skills and knowledge to carry out their roles to a high standard.
- To lead on and provide competent, technical and decision making support to ensure that complex and contentious issues are resolved as required.
- Keep yourself and the team up to date with legislation, regulations and good practice associated with the work of the team and role.
- Manage and ensure that all functions within your post's remit are carried out in an effective way with measurable outputs, fostering a joined up 'one team' approach across the Streetscene team.
- To lead on ensuring accurate performance data and ad-hoc reports are provided to the Team Manager or Head of Service as required.
- Deal with receipt and manage the allocation of Members'/MP/Mayor's enquiries, Freedom of Information requests and stage one complaints via Assure and Covalent and manage and support Streetscene officers in the provision of responses promptly.
- Lead in the production of the annual service plan for your team and assist the Team Manager in the production of the annual service plan and ensure consistent delivery.
- Work with the Group Manager and Assistant Director of the Service to ensure arrangements for business resilience are in place and maintained.
- To actively consider new and innovative ways of doing things, recognising and promoting the positive benefit of change to improve services and achieve goals.
- To identify, establish and maintain relevant data, information and systems.

- To contribute to reviews of service delivery, systems and procedures and to the implementation of changes arising from those reviews. Ensure compliance with audit, CIPFA, DETR, NIs and local PIs and related Council procedures.
- Have responsibility for the management and co-ordination, with other Teams within the Service area, of relevant information, reports and papers and develop and maintain the necessary systems on behalf of the Service.
- To liaise with legal and other approved agencies according to laid down procedures to reduce the level of outstanding debts and maximise external income to the Council.
- To assist the line manager in the setting, monitoring and review of service standards in line with Codes of Practice, national and local performance targets etc.

Communication

- To communicate in a way which meets the needs of a diverse audience and that influences effectively.
- To communicate in a confident, authoritative and assertive manner that maintains and enhances the credibility of the Council.

Political Sensitivity and Personal Effectiveness

- To work within the Council's key deliverables, core values and beliefs and equalities policies.
- To adopt political sensitivity and be able to recognize and deal with sensitive issues that impact on the post holder's assigned areas of work.
- To assess the post holder's own priorities as well as the team's, and set personal objectives and deadlines while maintaining a focus on the key priorities, accountabilities and service delivery.

NB: All employees are expected to adhere to the Council's Equality & Diversity and Health & Safety Policies.

PERSON SPECIFICATION

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SERVICE: STREETSCENE

QUALIFICATIONS AND TRAINING

- A business related qualification or relevant demonstrable experience.

EXPERIENCE

- Experience of supervising a team providing administrative and technical support to a professional team working within a technical, legal and political environment.

- Experience in using, supporting and developing standard IT systems, applications and databases.
- Experience in writing and running reports and providing performance information using spreadsheets, word processing applications and standard databases.
- Experience of working in an administrative/business support team dealing with technical, legal and financial matters.
Experience in dealing with service users in a customer facing role. · Experience of giving presentations and/ or providing training sessions to internal and external bodies/ Officers.
- Experience of researching topics and in the preparation and writing of reports.
- Experience of allocating work and evaluating teams and individuals against objectives and producing feedback on performance.
- Experience of performance managing a team, assessing training needs and carrying out duties in line with supervisory duties.

SKILLS AND ABILITIES

Service specific

- Working knowledge of procedures, regulations and legislation relevant to highways, transportation and street network management.

Management of People/Leadership

- Ability to undertake the efficient and effective performance management of the team, in developing, prioritising and reviewing its activities. To instil a customer focused culture; and to establish work programmes and targets, ensuring their achievement.

Strategic Thinking and Planning

- To contribute proactively towards the development of policies, programmes and systems to address the changing demand on the Service and in accord with Best Value.
- A knowledge and understanding of current issues facing public sector management (e.g. best value, service reviews etc).
- Ability to manage change effectively.

Managing Projects and Resources

- Ability to effectively plan and manage projects, including ability to act on own initiative, make decisions and meet tight deadlines.
- Ability to develop, implement and review standard operating procedures for management of the technical support functions within Streetscene
- Ability to bring innovative approaches to working practices in order to address changes in the needs of, and improvements to, the service.

- Ability to operate a range of IT software packages, and to learn new software packages that will arise over time including:
Council's core productivity tools (e.g. Google Workspace, MS Office or equivalent) and other applications used within the Service area (Mayrise, Planweb, Onecase, Cedar, Alloy etc)
- Ability to make efficient use of IT to improve service delivery e.g. GIS, database and spreadsheet applications and financial monitoring.
- Working knowledge of local authority financial procedures and ability to lead a team responsible for service-level financial and financial monitoring.

Communication

- Ability to produce clear and concise reports verbally and in writing, including the collation of statistical and other information.
- Ability to liaise with other internal directorates and external agencies to communicate project objectives and/or source information required.

Managing Services and Delivery

- Knowledge and understanding of administrative systems in a large dynamic organisation.
- Knowledge of developing and implementing quality assurance systems.
- A working knowledge of at least one of the functional areas within highways and engineering, traffic and transportation.
- Able and willing to attend meetings or undertake work outside core hours if required.

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