



# Job Description

Job title	Technical Support Officer (Neighbourhoods)	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Public Protection	Salary	SK7 (£26,127 per annum)
Location	Hybrid working from home and The Picture House, Council Offices, Grantham	Contract	Permanent

## Main Job Purpose

The post- holder will be responsible for providing support to the Neighbourhood team, providing high quality, customer focused and cost effective services, deterring anti- social behaviour, improving the quality of the environment and building community confidence.

The team may provide a business solution for any service area where a presence is required within the district.

The services performed by the team will be determined in conjunction with Heads of Service across the authority and will not be restricted by internal arrangements.

This role is not politically restricted.

## Main Statement of Responsibilities

- Receive and record complaints and service requests relating to Public Protection
- Provide administration support to officers within Public Protection with a primary focus on those officers within Neighbourhood Services
- Provide advice to the public relating to service matters
- Collate information and run reports for incident mapping, performance management etc
- Research and interrogate records as required to satisfy FOI and similar requests
- Assist with the coordination of meetings and in the preparation of agendas, taking of minutes etc
- Produce letters, notices, certificates etc and input data onto the relevant system
- Process fixed penalty notices, orders and receipt goods on the financial system
- Carry out research following instructions from the Neighbourhoods Team Leader
- Provide support to other teams within Public Protection during times of high demand in line with business priorities

## Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.



They focus attention on six areas:

### Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

### Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

### Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

### Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

### Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

### Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



### Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.



## Person Specification

### Relevant Experience, Skills and Knowledge

#### Essential

- Experience of similar support role
- Effective I.T skills, including MS office packages
- Ability to remain calm in pressurised situations
- Willingness to learn new skills

#### Desirable

- Experience and knowledge of Public Protection
- Working knowledge of a range of council functions
- Audio typing

### Relevant Qualifications

#### Essential

- Full driving licence or ability to make suitable travel arrangements
- 4 GCSEs including English and Maths (grades A to C) or relevant experience
- Will require Non Police Personnel Vetting (NPPV) in order to access joint agency incident management systems.

### Communication and Interpersonal Skills

#### Essential

- Able to work with others to get the job done well
- Respond to customer's needs and learn from feedback
- Ability to deal and resolve confrontational and challenging situations