



## Job Summary Overview

|                            |                                                                          |
|----------------------------|--------------------------------------------------------------------------|
| Job title                  | Technical Support Officer                                                |
| Career family              | Organisational Enablers                                                  |
| Professional pathway       | Business Support                                                         |
| Career family level        | Entry level (Tier 7)                                                     |
| Grade                      | G6                                                                       |
| Reports to                 | Tree Service Manager<br>Matrix relationship with Team Leader Archaeology |
| Financial responsibility   | Raising purchase orders and invoices                                     |
| Supervisory responsibility | None                                                                     |
| Reference number           |                                                                          |

## Job Summary

The Technical Support Officer is supporting the delivery of customer-focused services by providing essential technical and financial process support to the teams. The role is varied across finance, business administration, customer service, road space booking and communications, to help the services to run smoothly and efficiently. Working both independently and collaboratively, the Technical Officer is maintaining high standards in record-keeping, communication, and service delivery.

### Key responsibilities:

- Raising purchase orders, authorising payments and raising invoice.
- Tracking and managing planning application throughput to ensure all are responded to within designated timescales.
- Assist in recording planning responses on GIS systems.
- Managing the road space booking process in support of highway tree works, including updating start and stop times to ensure compliance.
- Managing inboxes and coordinating responses to enquiries.
- Assisting with public engagement such as planning community events.
- Support, promote and manage communications for the Tree Guardian volunteers.



| Specific requirements                                                                                             | Essential<br><i>Mark with ✓ ▪</i> | Desirable<br><i>Mark with ✓ ▪</i> |
|-------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------|
| English Language and Mathematics GCSE Grade C or above, or equivalent experience                                  | ✓                                 |                                   |
| Evidence of using own judgement in a range of situations, dealing with complex issues and sensitive situations    | ✓                                 |                                   |
| Intermediate IT skills, including proficiency in Microsoft Office and the Internet                                | ✓                                 |                                   |
| Commitment to providing good customer service and continuous improvement, with direct customer service experience | ✓                                 |                                   |
| Meticulous attention to detail; methodical and accurate approach to written and numerical content and data        | ✓                                 |                                   |
| Experience creating and supporting website and social media content                                               | ✓                                 |                                   |
| Organised and adaptable; experience managing competing workloads independently to meet deadlines                  | ✓                                 |                                   |
| Collaborating with team and partners, sharing expertise and resources                                             | ✓                                 |                                   |
| Improving customer experience and overall service performance                                                     | ✓                                 |                                   |
| Experience of processing financial claims/transactions accurately and timely, ideally in SAP                      |                                   | ✓                                 |

## Working Arrangements

- The post is not politically restricted.
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy.
- Able to travel across the county and work from various office locations within the county.

## Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

|                          |                                                                                                                              |                          |                                                                                                                                                            |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Provision of personal care on a regular basis                                                                                | <input type="checkbox"/> | Driving HGV or LGV for work                                                                                                                                |
| <input type="checkbox"/> | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input type="checkbox"/> | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| <input type="checkbox"/> | Working at height/ using ladders on a regular/ repetitive basis                                                              | x                        | Restricted postural change – prolonged sitting                                                                                                             |
| <input type="checkbox"/> | Lone working on a regular basis                                                                                              | <input type="checkbox"/> | Restricted postural change – prolonged standing                                                                                                            |



|                          |                                                                           |                          |                                                                                                 |
|--------------------------|---------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Night work                                                                | <input type="checkbox"/> | Regular/repetitive bending/ squatting/ kneeling/crouching                                       |
| <input type="checkbox"/> | Rotating shift work                                                       | <input type="checkbox"/> | Manual cleaning/ domestic duties                                                                |
| <input type="checkbox"/> | Working on/ or near a road                                                | <input type="checkbox"/> | Regular work outdoors                                                                           |
| x                        | Significant use of computers (display screen equipment)                   | <input type="checkbox"/> | Work with vulnerable children or vulnerable adults                                              |
| <input type="checkbox"/> | Undertaking repetitive tasks                                              | <input type="checkbox"/> | Working with challenging behaviours                                                             |
| <input type="checkbox"/> | Continual telephone use (call centres)                                    | <input type="checkbox"/> | Regular work with skin irritants/ allergens                                                     |
| <input type="checkbox"/> | Work requiring hearing protection (exposure to noise above action levels) | <input type="checkbox"/> | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| <input type="checkbox"/> | Work requiring respirators or masks                                       | <input type="checkbox"/> | Work with vibrating tools/ machinery                                                            |
| <input type="checkbox"/> | Work involving food handling                                              | <input type="checkbox"/> | Work with waste, refuse                                                                         |
| <input type="checkbox"/> | Potential exposure to blood or bodily fluids                              | <input type="checkbox"/> | Face-to-face contact with members of the public                                                 |
| <input type="checkbox"/> | Other (please specify):                                                   |                          |                                                                                                 |