

Job Description

1. Job Title	Technical Support Officer
Service	Community, Safer Communities
Team	Technical Support
Date Prepared/Revised By	14/08/18 EP & FLOS Managers
Post Accountable to	Senior Technical Support Officer
Post directly responsible for employees(number of workers)	Direct Supervision: 0 Indirect Supervision: 0
2. Main Purpose <i>(No more than one paragraph (a couple of sentences at most))</i>	
Responsible for providing comprehensive technical, financial and administrative support to teams and customers across a number of Safer Communities services to protect public health and safety and the environment.	
3. Key Contacts	
Internal: At all levels within the Council e.g. ICT, accountancy, legal, planning, member services, Corporate Customer Service Centre and Elected Members	
External: North Yorkshire Police, regulatory agencies, Government Departments, external agencies, Parish Councils, bailiffs, licence/permit holders, businesses, managing agents, solicitors, members of the public.	
4. Main Accountabilities <i>(No more than 4 or 5)</i>	
<ol style="list-style-type: none"> 1. Part of flexible and responsive Technical support team 2. Deals with requests for service from public, business and partners 3. Processing applications and checking documentation e.g. medical, right to work, criminal history 4. Financial support including taking payments, handling cheques, invoicing and debt management 5. Maintenance and updating of environmental health and other service databases 	
5. Standard Accountability Statements	
Health and Safety You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Health, Safety Responsibility Statement (HSR).	
Equality and Diversity: The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.	
Learning and Personal Development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.	
Safeguarding Policy and Procedures The post holder will adhere to all the Council's Safeguarding Policy and Procedures.	

6. Job activities *(For each accountability there should be no more than 4 or 5 activities.)***Main duties and responsibilities relating to accountabilities identified above.**

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| 1.0 | Provides flexible and responsive Technical Support for specific service areas and is the first point of back office contact dealing with customer enquiries interpreting legislation and giving complex technical support, advice and guidance (including charged business advice services). Deals with difficult, emotional and irate customers on a daily basis. |
| 2.0 | Specialist lead roles in a wide range of specific service areas some examples of which are; licensing, taxis, animal welfare, food safety, infectious disease, health and safety, accidents, environmental protection, dog control, private water supplies and pollution control. |
| 3.0 | Processes licence/taxi/permit/food registration applications. Issues licences where no objection or representation has been made/received. Checks and determines eligibility in accordance with policy. Includes Disclosure and Barring Service, Police and medical reports. |
| 4.0 | Negotiates objections/representations received including difficult/contentious cases referring any irregularity or unresolved objections to a senior officer. Suspends licences for non-payment. |
| 5.0 | Liaises with GPs and Public Health England re infectious disease notifications, private water supply failures and pollution incidents, handling sensitive medical and personal information in line with the GDPR. |
| 6.0 | Produces annual inspection/sampling programmes. |
| 7.0 | Liaises with the laboratory private water supply sampling dates, results and invoicing for sampling and analysis. Interprets results and notifies customers of failures and actions that need to be taken e.g. issues boil notices to protect public health. |
| 8.0 | Prepares and sends food export certificates. Liaises with GPs and Public Health England re infectious disease notifications. Provides support to Food and Health and Safety Forums. Interrogates the Health and Safety Executive website re accident notifications |
| 9.0 | Develops and maintains an extensive system of registers of premises and enforcement notices. |
| 10.0 | For all service areas maintains updates and interrogates the service IT system. Responsible for specific modules on the service database. Liaises with Senior TSO and Improvement and Information team within the Economy and Culture service. Assists Senior TSO with any testing during upgrades and recommends developments for the specific lead service areas. |
| 11.0 | Works with the Customer Services team to ensure effective integration of services. Trains Customer Service Advisors on Safer Communities work areas they are involved with. |
| 12.0 | Responsible for evidence management for criminal and civil proceedings. Allocates controlled documents for interviews under caution, cameras, logging and storing evidence, transcribing recorded interviews. Reviews evidence storage and liaises with enforcement officers re correct disposal. All in accordance with the service enforcement policy and to protect against the risk legal challenge and case failure. |
| 13.0 | Calculating and raising invoices, debt management, resolving customer queries regarding fees and charges e.g. environmental enquiries, permits, private water supplies, licences, health certificates, primary authority and charge business advice fees. Receives telephone payments, e payments, cash and cheques. Administers the licensing and payment online systems. |
| 14.0 | Plans and prioritises own workload |
| 15.0 | Maintains contacts with enforcement officers working out on site to be able to notify them of priority/urgent requests for service and to help ensure their personal safety. |
| 16.0 | Refers only the more complex technical matters to senior officers. Notifies managers of any urgent or sensitive matters with higher corporate risk. |
| 17.0 | Undertakes other technical, administrative, financial, and statistical or project work and carries out any other duties that may reasonably fall within the general nature and responsibility of the post as required by the FLOS/EP Manager or Head of Safer Communities. |