

## Person Specification

|   |                           |               |            |
|---|---------------------------|---------------|------------|
| <b>Job Title</b>  | Technical Support Officer | <b>Req No</b> |            |
| <b>Prepared by</b>  | FLOS&EP Manager           | <b>Date</b>   | 01/08/2018 |
| <b>Essential Criteria – Vital requirements for the post holder</b>  |                           |               |            |
| <b><u>Relevant Experience:</u></b>  |                           |               |            |
| <p>Work experience in a busy customer based environment dealing with requests for service from members of the public, businesses and external agencies</p> <p>Technical support, enforcement and administration experience in a Local Authority regulatory, Environmental Health or Licensing Dept or equivalent industrial or public sector.</p> <p>Production of reports and performance-monitoring information</p> |                           |               |            |
| <b><u>Qualifications/training:</u></b>  |                           |               |            |
| Good educational background to NVQ2 or equivalent   |                           |               |            |
| <b><u>Special Knowledge:</u></b>  |                           |               |            |
| Knowledge of licencing, taxi, environmental protection, pollution control, food and occupational safety legislation   |                           |               |            |
| <b><u>Disposition/attitude:</u></b>   |                           |               |            |
| <p>Well motivated and conscientious. Can use initiative, Innovative.</p> <p>Can work independently of detailed supervision or as part of a team</p> <p>Ability to be discreet and tactful</p> <p>Ability to handle difficult situations in a sensitive and persuasive manner</p> <p>Ability to work under pressure and a flexible approach to changing work patterns</p>  |                           |               |            |
| <b><u>Practical/intellectual:</u></b>   |                           |               |            |
| <p>Good written, verbal and communication skills, good IT skills</p> <p>Able to keep clear and accurate records of all work activities</p> <p>Able to undertake research, present findings, analyse data, information and statistics</p> <p>Able to make decisions. Problem solving skills.</p> <p>Methodical and organised</p>   |                           |               |            |
| <b><u>Physical Requirements:</u></b>  |                           |               |            |
| Smart and well presented  |                           |               |            |
| <b><u>Additional Requirements:</u></b>  |                           |               |            |
|   |                           |               |            |
| <b>Desirable Criteria – Additional requirements relevant to the post</b>  |                           |               |            |
| <p>Knowledge of Harrogate District.</p> <p>Financial support including taking payments, invoicing and debt management</p>   |                           |               |            |