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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Technical Support Officer | **POST NUMBER**: 1100ESQ/1100ESR |
| **REPORTS TO** (Job Title):  | Senior Technical Support Officer |
| **DEPARTMENT:** Housing Services | GRADE: 5 |
| **JE REF:** | 3252 B00521 | PANEL DATE: | 17/04/2018 |
| **1.** | **MAIN PURPOSE OF JOB** To implement the Housing Standards and Adaptation team work programme Providing the technical support to the Housing Standards and Adaptations Team and providing the first point of contact for customers, landlords/agents, other professionals and external contractors.  |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | To ensure that applications for grants/loans and licenses and requests for minor and council adaptations are processed in line with statutory requirements and council policies |
|  | ii | To carry out financial assessments of vulnerable customers in line with statutory requirements and council policies to enable them to access grants and loans |
|  | iii | To maintain appropriate and effective systems accurate records of all work in written form and using IT systems ( for example FLARE/Framework I/SX3/FMS /P2P and excel spreadsheets), Updating and using a range of IT systems to record information, communicate information and deliver various aspects of the service. |
|  | iv | To take a proactive approach in handling enquiries from customers/professionals/ members of the public attending the department, dealing with low-level complaints |
|  | v |  To deal with telephone enquiries in an efficient and customer friendly manner, ensuring that calls are answered within the department’s target timeframe and that queries are answered appropriately or referred on to an appropriate person. |
|  | vi | Production of Customer feedback surveys including web based surveys and reports for Housing standards and adaptations service, analysis of result and distribution of reports to internal and external customers |
|  | vii | Responsible for checking confidential documents and proofs and ensuring the security of the documentation whilst it is within the Housing Standards Department. |
|  | viii | To take payments and arrange refunds in a variety of ways |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No direct staff management responsibilities.Act as a mentor/buddy and support the development and transfer of knowledge with new and existing team members |
| **4.** | **CREATIVITY AND INNOVATION**The work requires occasional creativity; and for that creativity to be applied in order to resolve a range of customer problems and issues that may arise. Policies and procedures will guide staff to identify outcomes but the post holder will also deal with less straight forward and complicated issues with work and problem solving involving customers, clients, sub-contractors, landlords, letting agents and other internal and external partners. Creativity will be required and will be supported by Senior Technical Support Officer in making decisions. The post holder is expected to contribute to the review and development of end to end core and support processes and the introduction of new ways of working. |
| **5.** | **CONTACTS & RELATIONSHIPS****Internal – all contacts could be oral, in writing and electronic depending on the nature of each enquiry*** Regular daily contact with other officers in the Housing Standards and Adaptations team
* Regular daily contact with officers of other teams within Housing Services and the Council in particular Occupational Therapist team

Assist management and other external agencies frequently chasing up applications and requests for service, liaising with different team members trying to solve problems. Works with other services areas to identify, develop and support the implementation of new methods and processes for improving customer service and feedback to Senior Technical Support Officer **External – all contacts could be face to face, in writing or electronic depending on the nature of each enquiry*** Regular contact with external contractors working on the adaptation
* Regular contact with Landlords and Agents making licensing applications for their rented property.
* Contact with customers who may not be satisfied with the service they have received.
* Regular contact with other stakeholders for example, Better Homes, North Yorkshire Fire and Rescue Service and Police

Contact can often be stressful and staff have to deal with sensitive and challenging situations on a regular basis.Has direct face to face, telephone and email contact with customers who have varied backgrounds, cultural beliefs. The postholder is expected to maintain a helpful professional approach to all customer regardless of the customer background/cultural belief |
|  **6.** | **DECISIONS – discretion & consequences****Discretion** Decisions are chosen from a range of established alternatives, but occasionally may decide to refer more complex issues to line management or another party.Decides on own workload priorities. Organises and monitors work and workloads, re-schedules resources and jobs to meet customer demand involving daily low level operational decisions.Responsible and authorised to check customer applications and proofs for various applications and licences; and issue or refuse**Consequences:**Potential short term impact on service delivery and customers service perception of Housing Standards and Adaptations and the wider authority through being the first point of contactDecisions may have a material effect on the internal operations of the department or on the provision of service to the public.  |
| **7.** | **RESOURCES – financial & equipment***(Not budget and not including desktop equipment.)*Handling of cash and cheques and taking payments associated with Licensing applications Description Value   |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demandsThe work is subject to meeting challenging demands and deadlines. The post holder’s work will regularly be subject to variation involving changes in duties to meet these demands and deadlines. The flexibility required in changing duties introduces pressures to the role and staff are expected to be flexible and to be able to sustain concentration and professionalism throughout extended periods of workPhysical demandsSome lifting and carrying (stationery, small deliveries). Manual dexterity required for frequent keyboard use.Working conditionsNormal office environment- The job holder will be expected to quickly transfer their skills from handling customer calls to face to face service or by emailWork context.Post holders will have to deal with difficult customers. This can be very challenging and can have a detrimental effect on the health and well being of the post holder. Stress can also affect the post holder where regular confrontational phone calls are a contributing factor. |
| **9.** | **KNOWLEDGE & SKILLS**Knowledge and Experience * Knowledge of relevant legal and statutory housing legislation relating to dealing with grants/loans and licensing applications including knowledge of benefits and welfare reforms pertaining to their application to the Adaptations processes
* Able to demonstrate IT literacy and IT skills including use of standard office applications and specialist databases.
* Proven excellent customer care skills and knowledge.
* Experience of working with the general public both on the phone and face-to-face.

Skills * Ability to prioritise work and to manage your time in order to provide excellent customer service, achieve agreed targets and meet deadlines.
* Ability to work cooperatively with others in a team to provide excellent customer service, achieve agreed targets and meet deadlines.
* Ability to communicate effectively with customers and colleagues.
* Ability to deal with a diverse and vulnerable customer base and tackle difficult and sensitive situations with tact and in a manner that will minimise emotional upset or offence.
* Able to demonstrate creativity and problem solving skills.
* Able to demonstrate a flexible approach to changing work patterns and demands.
* Able to demonstrate a flexible approach to changing work patters and demands
* Collating and providing information used for making project based decisions with financial, legislative and resource implications within a private or public sector organisation

Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2 - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure** |