

Role Profile

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| Job Title: | Senior Technical Support Officer |
| Location: | Colindale/Hybrid |
| Department: | Housing Regulatory Services |
| Directorate: | Growth |
| Grade: | G |
| Salary Range: | |
| Reports to: | Team Manager |

1. Job Purpose:

To support the Housing Regulatory Services Team in particular the Selective Licensing Team in providing excellent services.

To provide accurate and comprehensive technical support to enable Technical Support Officers and Enforcement Officers to protect and improve the health, safety and welfare of every resident, worker and visitor within the Borough.

The post holder will operate flexibly and changes in priorities may involve the post holder being employed in any area of the Housing Regulatory Services Team.

2. Key accountabilities:

- a) Provide day to day support to Housing Regulatory Services Team in particular the Licensing Team by carrying out technical and administrative activities, including, but not limited to:
 - Dealing politely and effectively via all methods of communication with all contacts made to the department
 - Providing technical advice and information as appropriate
 - Accurately reviewing, generating and recording electronic documents and email correspondence as required ensuring that relevant inspection and processing targets are met
 - Comprehensive use of IT systems, including accurate inputting and storage of data in line with relevant GDPR policies
 - Assist in maintaining and contributing to the data management system and other IT systems as necessary
 - Undertaking the collation and distribution of correspondence and information for customers and staff
 - Processing licences, grants, and similar applications and paperwork and working seamlessly with field officers in these activities

- Supporting and managing the filing, archiving and disposal of documentation, both paper and electronic in line with the relevant guidance.
 - Assisting in the development and maintenance of office management processes and procedures.
 - Assisting in the development and maintenance of forms.
 - Organising and prioritising a personal workload in line with relevant procedures with minimum supervision.
 - Liaising with other sections and organisations to ensure a holistic approach to all issues
 - Organising appointments for field officers to ensure that relevant inspection and processing targets are met
 - Generating, monitoring and presenting statistical or financial information accurately and on time
 - Testing new software for data and system accuracy
 - Keeping abreast of changes in relevant legislation.
 - Train and motivate new or more junior staff
 - Carry out basic investigative work to identify houses in multiple occupation. This may include data review and site visit as appropriate.
- b) Support the Team Manager in ensuring that the work being processed by the team is appropriate, accurate, legally and financially robust. Support to include training and auditing as necessary.
- c) Carry out any other activities relevant to the efficient and effective running of the team as may be required from time to time, which may involve visiting other buildings or locations.
- d) Maintain an awareness of corporate projects and assist with the implementation of systems to deliver new service, business cases or corporate requirements and targets as may be required.

3. Financial Responsibilities:

- a) No specific budget responsibilities.
- b) Processing and recording financial transactions accurately and issuing relevant receipts
- c) Producing accurate debit notes and liaising with the finance department to ensure that payments to applicants and designated third parties are correctly processed and followed up as required.
- d) May be required to carry out reconciliation's to ensure that payment data is robust and consistent.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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| Criteria | Essential/Desirable | Assessed by: |
|--|---------------------|-----------------------|
| Professional Membership/Qualification | | |
| A good level of education to enable effective verbal and written communications and undertaking of work of a detailed and complex nature | Essential | Application/Interview |
| GCSE maths and English pass | Essential | Application |
| Qualification to the equivalent of 64 UCAS points (e.g. 2x A levels grade C or above) | Essential | Application |
| Skill & Ability | | |
| Existing technical knowledge of the relevant areas of Housing Regulatory Services or the ability to develop technical knowledge. | Essential | Application/Interview |

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| A minimum of 2 years' experience working in a customer facing role | Essential | Application |
| Experience of operating data management systems | Essential | Application |
| The ability to provide accurate, comprehensive and efficient technical support | Desirable | Application/Interview |
| Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues | Essential | Application/Interview |
| Ability to accurately draft legal documents | Essential | Application/Interview |
| Highly skilled user of Microsoft Office specifically Word, Excel, PowerPoint, and Outlook. | Essential | Application/Interview |
| Highly computer literate with the ability to develop and impart specialist knowledge and expertise. | Essential | Application/Interview |
| Is self-motivated and able to work under pressure to meet deadlines and targets whilst producing work to a high standard. | Essential | Application/Interview |
| Adaptable, has a flexible attitude, shows initiative and is able to adjust to changes in task at short notice. | Essential | Application/Interview |
| Excellent word processing skills and able to compose correspondence on standard issues. | Essential | Application/Interview |
| Ability to plan and prioritise workloads with a minimum of supervision and achieve regular and consistent outputs and performance targets | Essential | Application/Interview |
| Values & Behaviours (only include those that are relevant to the role, must have at least 1 behaviour per value) | | |
| Caring | | |
| Integrity- I work with colleagues in a way that builds trust. | Essential | Application/Interview |
| Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok | Essential | Application/Interview |
| Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt | Essential | Application/Interview |
| Learning to Improve | | |

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| Insight- I regularly rely on evidence and professional standards to support my work and decision making. | Essential | Application/Interview |
| Agile-I am fully empowered to act within the scope of my role | Essential | Application/Interview |
| Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can | Desirable | Application/Interview |
| Inclusive | | |
| Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding | Desirable | Application/Interview |
| Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others | Desirable | Application/Interview |
| Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do. | Desirable | Application/Interview |
| Collaborative | | |
| One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others | Desirable | Application/Interview |
| Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet | Essential | Application/Interview |
| Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards | Essential | Application/Interview |