

Person Specification

Job Title	Technical Support Officer
Grade	Scale 5
Service/Section	Business Support Technical Team
Directorate	Transport

Criteria	Essential/ Desirable
Qualifications and Experience	
Experience of providing effective administrative support within a busy, computerised working environment.	E
Experience of using a range of office and business software, including word processing, spreadsheets, email and database or case management systems.	E
Experience of processing orders, invoices, payments or other financial transactions accurately and in accordance with established procedures.	D
Experience of working within a local authority, highways, transport, property or other public-sector environment.	D
Experience of administering applications, licences, permits or similar regulatory processes.	D
Knowledge, Skills and Abilities	
Understanding of financial administration processes, including orders, invoices, payments, expenditure monitoring and identifying discrepancies.	D
Understanding of the importance of confidentiality and the secure handling of sensitive information.	E
Ability to organise and prioritise a varied workload, working effectively to tight deadlines while maintaining accuracy and attention to detail.	E
Ability to work collaboratively within a team, supporting colleagues and responding effectively to changing priorities.	E

<p>Ability to provide a professional and customer-focused service when dealing with enquiries, complaints, disputes and queries.</p>	E
<p>Equal Opportunities</p> <p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p>	E

