

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT **Transport** **POSTHOLDER**

SECTION **Highways and Traffic** **GRADE Sc 5**

POST DESIGNATION **Technical Support Officer**

Purpose of Job:

To be responsible to Technical Support Manager for:

The efficient and effective provision of technical and administrative services to the Directorate, including a wide range of support duties.

Manages up to 0 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

Main duties

1. Handling calls from the contact centre that go onto Symology and directing them to the appropriate engineer in Transport.
2. Processing highways licences and permits - skips, crossovers, scaffold, hoarding, materials, ground openings, cranes etc., assessing applications and either processing them or referring them to traffic engineers
3. Administering term contracts, processing orders and payment requests, collecting data on the volume and quality of the work done by contractors and then presenting this to contractors at contract monitoring meetings.
4. Answering the Transport helpline for reporting Transport issues, logging the calls and ensuring all the necessary information is gathered from the caller. Forwarding some calls directly to the maintenance engineer for their attention.
5. Where required process and record orders and invoices incurred in relation to the work of the Directorate.

Business Support

6. Providing a support service to SMT and Heads of Service as required
 - Diary management, arranging meetings and booking rooms.
 - Handling phone calls
 - Providing a professional, customer friendly initial point of contact for SMT.
 - Provide administrative support to SMT, collating information, producing spreadsheets and word processing documents as required in an environment where confidentiality may need to be observed.
 - Undertake photocopying or scanning of documents as required, following instructions to collate documents where necessary.
 - To set up and maintain filing systems where appropriate.
 - Undertake information searches
 - Provide delivery of post to within the Directorate.

General

7. To work to tight deadlines effectively and accurately to ensure the departments performance is maintained, ensuring attention to detail.
8. Undertaking any other work appropriate to the level and general nature of the duties of the post.
9. To carry out all duties with due regard to the provisions of health and safety regulations and legislation, Data protection legislation, the Council's equal opportunities and customer care policies, and any local agreements
10. Assist with the provision of financial estimates and statistics in relation to the work of the Directorate with detailed costs for specific projects / areas of work / claims for payment and subsequent monitoring of such transactions.
11. Place and progress contracted and commissioned work, record income, check invoices, calculations and costs and preparing documentation for payment procedures using the Council's agreed financial system.
12. Receiving of card / cash / cheque payments using the Council's nominated system whilst retaining security of sensitive information as directed.
13. Assist with the preparation of annual programmes of maintenance and renewal works.
14. Issuing of Highways Licences. To ensure the licences are prepared paid for and issued in accordance with statutory obligations and in consultation with Transportation Group Management.
15. Have knowledge of contract administration procedures. Adhere to procedural checklists where appropriate and alert supervising officers when action needs to be taken.

16. As agreed with the Technical Support Manager, control the use, location and maintenance of the department's equipment.
17. To provide reports to senior officers and managers on service delivery as required, collecting statistics from sources as required.
18. To administer maintenance term contracts, processing payment requests and monitoring performance, liaising with Transport managers and staff and contractors.
19. Supporting meetings, meeting attendees and note taking as required
20. To administer and monitor capital property projects, claiming fees and updating expenditure, liaising as required with Property managers and staff.
21. Where required provide support to administer and monitor the TfL LIP programme, administering the claim, recording and monitoring expenditure and liaising as required with Transportation managers and staff.
22. To identify financial discrepancies and undertake any investigations necessary to resolve any issues arising.
23. Dealing with complaints / disputes / queries from end users, members of the public, clients, staff, residents and supplying information according to agreed procedures.
24. Issuing, payment receipt of Mooring and Landing applications, liaising with external stakeholders
25. Assist in the processing and payment receipt of Street Party/Event applications
26. Process the receipt of domestic crossover applications. Receipt of card/cash/cheque payments using the Council's nominated system whilst retaining security of sensitive information as directed. Liaising with residents and progressing the application process

Responsible to the Technical Support Manager.