

Job Description and Person Specification



Job Description

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| Job Title | Regulatory Technical Support Apprentice |
| Grade | Apprentice |
| Service | Legal & Governance Services |
| Reports to | Customer Liaison and Support Officer or Licensing Team Leader |
| Location | City Centre |
| Job Evaluation Code | |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Under the general direction of Customer Liaison and Support Officer:

1. Deliver a high quality customer service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.

Main Duties & Key Accountabilities

Core Knowledge

1. Provide a range of admin tasks to support the work of the Regulatory team.
2. Respond to telephone enquiries, taking messages where necessary and passing them to the relevant person.
3. Undertaken data input and document production using a range of systems in use within the Regulation service.
4. Maintain computerised systems, retrieving information as requested, and ensuring that information is kept up to date.
5. Be proficient in the use of a range of office equipment such as telephones, photocopiers, laminators, scanners.
6. Assist the technical support officers to ensure office supplies are maintained.
7. Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
8. Support officers through meeting visitors and providing hospitality as necessary.
9. Be able to work as part of a team, demonstrating flexibility in the approach to work as required by the service.
10. Any other duties and responsibilities within the range of the salary grade.

Key relationships

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| External Builders / Contractors Agents Members of the Public / Applicants Members of Parliament | Internal Building Control Officers Other officers within Regulatory Services and across Coventry City Council Councillors |
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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| Job Evaluation Code | X9069L |
| Knowledge | |
| Basic knowledge of services that are provided by Local Government | |
| Basic knowledge of a range of IT applications e.g. word, excel, email | |
| Skills and Abilities | |
| Keyboard skills and the ability to undertake training in a variety of IT systems | |
| Good communication skills in order to take information from people and answer basic technical queries | |
| Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations | |
| Able to work to deadlines | |
| Able to operate a range of office equipment | |
| Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team. | |
| Experience | |
| Some experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook | |
| Some experience of an office based environment would be advantageous. | |
| Qualifications | |
| Good standard of numeracy and literacy | |
| Special Requirements | |
| Willingness to undertake any necessary formal training | |

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| Date Created | August 2020 | Date Reviewed | November 2022 |
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