Job Description and Person Specification

Job Description

Job Title	Senior Regulatory Technical Support Officer
Grade	3
Service	Streetscene and Regulatory Services
Reports to	Customer Liaison and Support Officer or Licensing Team Leader
Location	City Centre
Job Evaluation Code	X9069L

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 the Customer Liaison and Support Officer or Licensing Team Leader:
- Deliver a high-quality regulatory 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

- Deal with enquiries, through varying mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues.
- Undertake data input and document production using the range of systems in use within the Regulation service.
- Maintain computerised systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
- Responsible for maintaining supplies of stationery and other office consumables within the Regulatory service.
- Place and receipt orders, and raise invoices as appropriate
- Assist with the development of IT systems and workflow processes within the regulatory service, including create, review, revise, develop, improve and maintain systems and procedures for the service to improve and respond to change.
- Ensure data is handled in line with Data Protection Regulations.
- Maintain up to date knowledge of corporate systems and standards and pass on information to other team members.
- Assist with the allocation and prioritisation of work within the regulatory team and undertake quality checks in relation to the work produced by the team.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
- 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.
- Support with the training of technical support officers within the team to ensure office systems, procedures and health and safety requirements are met.
- Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

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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Knowledge

Knowledge of the services provided by Local Government

Knowledge of customer care and the principles of equal opportunities in providing a Regulatory function.

Knowledge of IT packages and systems to support ongoing office activity and of specialised systems that support technical activity.

Knowledge of health and safety in relation to the office environment.

Knowledge of Data Protection legislation and implications.

Skills and Abilities

Ability to prioritise own workload to ensure deadlines are met and tasks/duties are managed effectively.

Good communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members.

Good level of IT skills to ensure precision and accuracy for data input and retrieval.

Ability to deal with conflict and find a suitable resolution to issues that may arise.

Good literacy and numeracy skills to assist with the production of a variety of correspondence

Excellent organisational skills to maintain office systems and arrange meetings

Be proficient in the use of IT packages

Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.

Experience

Of a wide range of technical administrative based duties

Of producing a range of high quality documents such as presentations, spreadsheets, reports

Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook

Of dealing with a wide range of customers in order to handle and resolve enquiries.

Qualifications

Good standard of numeracy and literacy.
Formal IT qualification e.g. RSA, NVQ or equivalent.
Special Requirements
Willingness to undertake any necessary formal training

Date Created	August 2020	**Date Reviewed**	November 2022