



Coventry City Council

## Job Description

<b>Job Title:</b>	Senior Regulatory Technical Support Officer	<b>Job Number:</b>	X9069L
<b>Service:</b>	Streetscene and Regulatory Services	<b>Post Number:</b>	
<b>Location:</b>	City Centre	<b>Grade:</b>	3

### 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.

### Job Purpose:

Under the general direction of the Customer Liaison and Support Officer or Licensing Team Leader:

1. 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 and Responsibilities:

1. 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.
2. Undertake data input and document production using the range of systems in use within the Regulation service.
3. 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.
4. Responsible for maintaining supplies of stationery and other office consumables within the Regulatory service.
5. Place and receipt orders, and raise invoices as appropriate
6. 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.
7. Ensure data is handled in line with Data Protection Regulations.
8. Maintain up to date knowledge of corporate systems and standards and pass on information to other team members.
9. 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.

10. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
11. 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.
12. Support with the training of technical support officers within the team to ensure office systems, procedures and health and safety requirements are met.
13. 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.
14. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

**Responsible for:** -

**Responsible to:** Customer Liaison and Support Officer or Licensing Team Leader

**Date Reviewed:** November 2019

**Updated:** July 2022



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## Person Specification

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Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>Knowledge of the services provided by Local Government</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of customer care and the principles of equal opportunities in providing a Regulatory function.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of IT packages and systems to support ongoing office activity and of specialised systems that support technical activity.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of health and safety in relation to the office environment.</li> </ul>
	<ul style="list-style-type: none"> <li>Knowledge of Data Protection legislation and implications.</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Ability to prioritise own workload to ensure deadlines are met and tasks/duties are managed effectively.</li> </ul>
	<ul style="list-style-type: none"> <li>Good communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members.</li> </ul>
	<ul style="list-style-type: none"> <li>Good level of IT skills to ensure precision and accuracy for data input and retrieval.</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to deal with conflict and find a suitable resolution to issues that may arise.</li> </ul>
	<ul style="list-style-type: none"> <li>Good literacy and numeracy skills to assist with the production of a variety of correspondence</li> </ul>
	<ul style="list-style-type: none"> <li>Excellent organisational skills to maintain office systems and arrange meetings</li> </ul>
	<ul style="list-style-type: none"> <li>Be proficient in the use of IT packages</li> </ul>
	<ul style="list-style-type: none"> <li>Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>Of a wide range of technical administrative based duties</li> </ul>
	<ul style="list-style-type: none"> <li>Of producing a range of high quality documents such as presentations, spreadsheets, reports</li> </ul>
	<ul style="list-style-type: none"> <li>Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook</li> </ul>
	<ul style="list-style-type: none"> <li>Of dealing with a wide range of customers in order to handle and resolve enquiries.</li> </ul>



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<b>Educational:</b>	<ul style="list-style-type: none"> <li>• Good standard of numeracy and literacy.</li> </ul>
	<ul style="list-style-type: none"> <li>• Maths and English GCSE 4/C or above (Or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of an apprenticeship</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to complete the Regulatory Compliance Level 4 Apprenticeship Standard</li> </ul>
	<ul style="list-style-type: none"> <li>• Must not have already completed the Regulatory Compliance Level 4 Apprenticeship Standard or be otherwise ineligible to undertake it</li> </ul>
	<ul style="list-style-type: none"> <li>• —</li> </ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Willingness to undertake any necessary formal training</li> </ul>
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**Date Reviewed:** November 2019

**Updated:** July 2022