



Coventry City Council

## Job Description

<b>Job Title:</b>	Regulatory Technical Support Officer	<b>Job Number:</b>	X9050L
<b>Service:</b>	Streetscene and Regulatory Services	<b>Post Number:</b>	
<b>Location:</b>	City Centre	<b>Grade:</b>	2

### 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 Customer Liaison and Support Officer:

1. Deliver a high quality regulatory service 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 various mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action.
2. Undertake data input and document production using the range of systems in use within the Planning and Regulation service.
3. Maintain computerised systems, retrieving information as requested, and ensuring that information is kept up to date.
4. Responsible for handling, processing and distribution of all mail as directed
5. Responsible for maintaining supplies of stationery and other office consumables within the Regulatory service.
6. Place and receipt orders, and raise invoices as appropriate
7. Ensure data is handled in line with Data Protection Regulations.
8. 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.
9. 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.
10. 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

**Date Reviewed:** November 2019

**Updated:** June 2022



Coventry City Council

## Person Specification

<b>Job Title:</b>	Regulatory Technical Support Officer	<b>Job Number:</b>	X9050L
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Area	Description
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<b>Knowledge:</b>	• Basic knowledge of services that are provided by Local Government
	• Knowledge of customer care and the principles of equal opportunities in providing a Regulatory function.
	• Knowledge of a range of IT applications e.g. word, excel, email
	• Basic understanding of health and safety requirements in relation to the office environment.

<b>Skills and Abilities:</b>	• 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
	• Good level of accuracy for data input and retrieval
	• Able to work to deadlines using judgement to organise workload.
	• Good literacy and numeracy skills to assist with the production of a variety of correspondence
	• Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.

<b>Experience:</b>	• Some experience of technical administrative based duties
	• Of dealing with people and responding to enquiries.
	• Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook to input and retrieve data.

<b>Educational:</b>	• Good standard of numeracy and literacy.
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<b>Special Requirements:</b>	• Willingness to undertake any necessary formal training
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**Date Reviewed:** November 2019

**Updated:** June 2022