

Job description

Post title: Technical Support Officer
Service area: Housing
Grade: SO2
Reports to: Capital Works Manager
Your team: Capital Programme Delivery
Number of supervisees: None

Our ambition

We are determined to make Islington fairer. To create a place where everyone, whatever their background, can reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. To do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism, and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

- Recognising the value of flexible working to support staff where possible

Work style

Flexible/Office-Based/ as required

Key responsibilities

1. Take responsibility for a range of business duties associated with the appointment, purchase and payment of goods and services for the team.
2. Assist with the smooth running of projects by taking responsibility for the preparation, processing, and submission of various reports to other Council departments seeking necessary permissions, as and when directed (e.g. planning, building control, procurement etc.).
3. Undertake a wide range of office management type duties, including the ordering and recording of office stationery and equipment, organising, and servicing meetings, dealing with enquiries, corresponding with residents, photocopying, scanning etc.
4. Organising and collating information and data and preparing reports as directed.
5. Setting up and administering systems for the smooth running of the office and business of the Capital Programme Delivery team.
6. Assist with the induction of new members of staff within the Capital Programme Delivery team.
7. Take responsibility for the organising and maintenance of electronic and paper files for the Capital Programme team, both current and archived.
8. Work in a corporate, flexible, and professional manner at all times.
9. Carry out duties and responsibilities in accordance with Islington Council's Corporate Health and Safety Policy and relevant Health and Safety legislation.
10. From time to time undertake work directly for the Head of Capital Programme, some of which may be confidential, or highly sensitive.
11. To undertake other duties commensurate to the grade of the post.

Additional

- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.

- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars, and other events designed to improve communication and assist with the effective development of the post and post holder.
- To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
- To be committed to the Council's core values of public service, quality, equality, and empowerment and to demonstrate this commitment in the way duties are carried out.
- To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
1	Educated to degree level or equivalent.	Application
2	A minimum of 2 years general administration experienced gained within an office environment.	Application/Interview

Experience

Essential criteria	Criteria description	Assessed by
3	Excellent organisational skills.	Interview/Test
4	Highly competent with office IT and able to easily adapt to new systems.	Interview/Test
5	Possess an excellent working knowledge of Microsoft Word particularly around formatting. Possess a good working knowledge of Excel, able to use formula and set up spreadsheets. Possess experience of using data bases for adding and retrieving information.	Interview/Test
6	Ability to research and accurately interpret information and data, using IT and any other source available.	Application/Interview/Test
7	Ability to communicate well in face-to-face situations and over the phone. Poses a high degree of literacy to draft reports, letters, emails etc.	Application/Interview/Test
8	Possess high levels of self-awareness and emotional intelligence.	Application/Interview
9	Undertake work with a high degree of flexibility and initiative. Work effectively within a team, being forward thinking anticipating the needs of the team.	Application/Interview
10	Ability to focus and pay attention to detail. Ability to carefully follow Council procedures and processes.	Application/Interview/Test

Essential criteria	Criteria description	Assessed by
11	Always exhibit excellent customer care skills.	Application/Interview
12	Ability to pass a literacy test covering spelling and grammar.	Test
13	Understand the importance of data security and sensitivity around some information.	Application/Interview
14	Approach tasks and problem solving with creativity, tenacity and enthusiasm.	Application/Interview/Test
15	Ability to adhere to the Council's Dignity for All policy.	Application/Interview

Special requirements of the post

Essential criteria	Criteria description	Assessed by
16	This role will require you to obtain an Enhanced Ability to adhere to the Council's Dignity for All policy.	Application/Interview/Test

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

