

Assistant Technical Support Officer

Department: Infrastructure and Environment

Division: Operations & Transport

Reports to: DVS Operations Manager

JE Ref: GHE1092.2

Grade: Civil Service 6

JE Date: 11/10/2024

Job purpose

Assisting in the provision of comprehensive and professional day-to-day technical, financial, and procedural support to the business ensuring that the operational activities of the section are performed timely, accurately, and effectively in accordance with legal and financial requirements and Government policies and procedures.

Planning and organising own workload to ensure successful completion of a varied range of tasks and routine activities, working within established procedures and receiving regular supervision.

Job specific outcomes

Efficiently record both qualitative and quantitative information to a high degree of accuracy using Microsoft Office applications, ensuring adequate records are maintained for reporting purposes and conducting analyses based on standard and advanced Microsoft Office functions to identify trends; monitor specialised data recording software as relevant to the activities of the section, generating reports when required.

Assist with the monitoring of business targets / deadlines for the section, i.e. meeting action points and project timeframes, ensuring that adequate action is taken and the relevant stakeholders are notified in order to support timely business delivery.

Maintaining a central filing system, handling of information, including licensing and compliance requirements as relevant to the section and being responsible for the cataloguing and copying or scanning of technical documents, such as reports, public applications and / or technical drawings for archiving purposes.

Receive and acknowledge customer enquiries and requests, supporting the service function in the provision of a professional and courteous service to customers.

Assist in the provision of specialist procurement services by procuring assets as applicable to the activities of the section and /or raising invoices and recording payments, ensuring that the Government procedures on purchasing goods and services are adhered to; assist in the administration of internal and external service providers, including raising control of work orders to support effective monitoring of service delivery.

Prepare documentation following established templates and run straight forward reports, collating and rationalising technical information as relevant to the activities of the section to support the monitoring of business delivery schemes and inform the design and implementation of improvement strategies.

Enhance the synergy within the team and between the section and other Government departments by ensuring that routine work carried out by the section receives the necessary levels of agreement and / or results and outcomes are communicated to relevant stakeholders, promoting collaboration and cooperative working through out Government.

Encourage the use of new and revised work processes across the section, monitoring progress and reporting on the effectiveness of such improvement initiatives to Management.

Provide a comprehensive and confidential administrative service, including diary, mailboxes and correspondence management, booking meetings, preparing meeting agendas, supporting documentation and recording accurate minutes and/or using travel booking processes as required to support the effective running of the function.

Organise and assist with the collation of materials for public presentations, media engagement and stakeholder workshops, events and trade shows, contributing to the successful delivery of business activities that are linked to the deployment of planned departmental strategy.

Statutory responsibilities

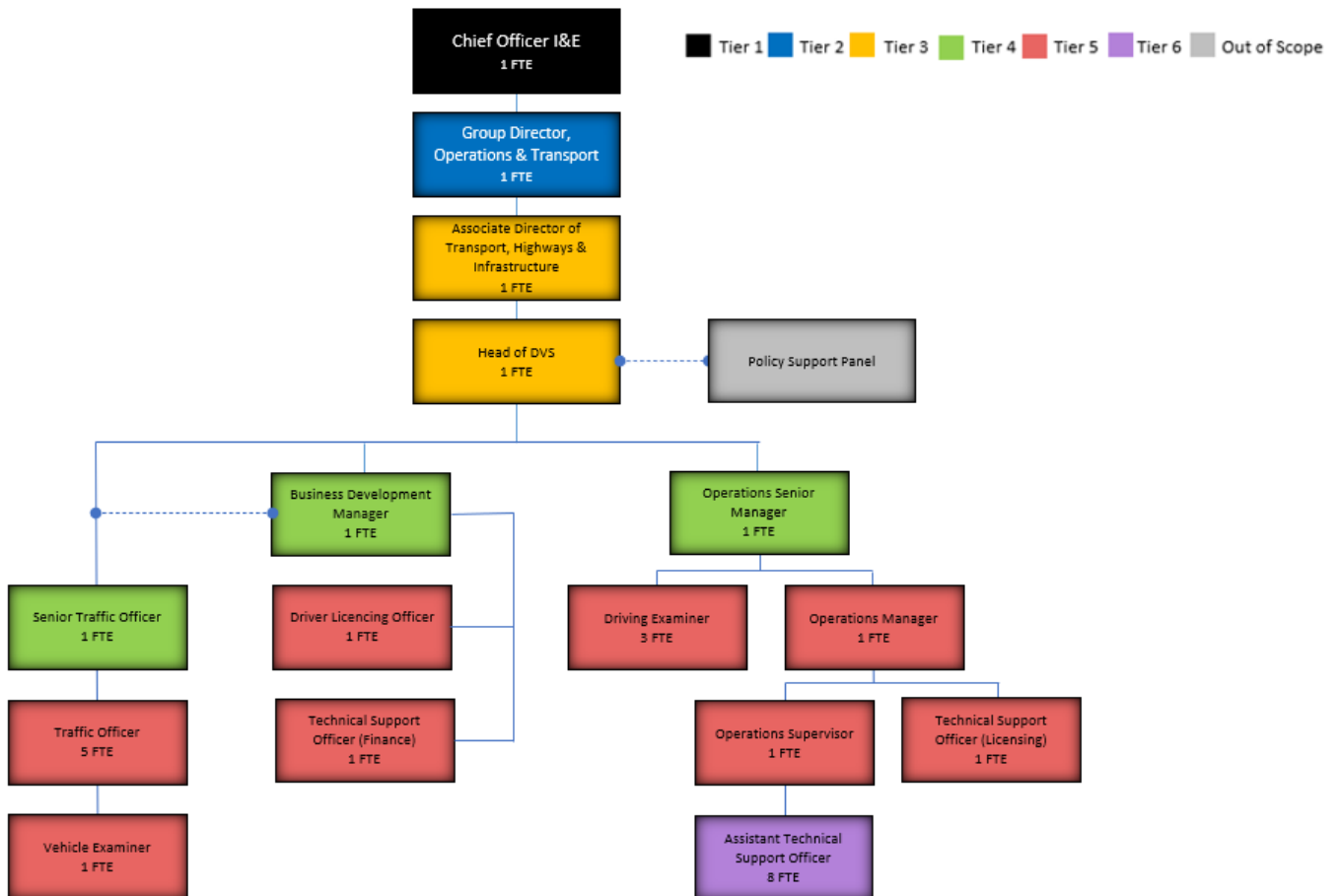
Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

The refers to the following specialisms

- Assistant Technical Support Officer - Driver and Vehicle Standards
 - Assistant Technical Support Officer - Regulation
 - Assistant Technical Support Officer - Liquid Waste
 - Assistant Technical Support Officer - Office of the Director General
 - Assistant Technical Support Officer - Transport
 - Assistant Technical Support Officer - Solid Waste
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Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	A minimum of 5 GCSE's, including English and Mathematics or an equivalent level of competency gained through experience in a similar role	

<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method, or procedure).</i></p>	<p>Knowledge of:</p> <p>Business administration principles</p> <p>Microsoft Office Suite</p> <p>Legislation as it relates to the activities of the section, including Health and Safety legislation</p> <p>Business performance metrics</p>	<p>Knowledge or experience of:</p> <p>Accounting procedures, involving procurement</p> <p>Project management</p> <p>Naming conventions, retention scheduling, and enforcement as relevant to the section</p> <p>The activity and processes of Government Management reporting as it relates to this role</p> <p>Management reporting as it relates to this role</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with ability to operate the Microsoft Office package</p> <p>Ability to use technical business applications designed to capture and store technical data as relevant to the specific service and industry</p> <p>Ability to extract, collate and interpret technical data</p> <p>Numerical skill</p>	<p>Driving license (Group B)</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Analytical and problem-solving skills</p> <p>Strong relationship building skills</p> <p>Ability to prioritise work and meet deadlines</p> <p>Work independently, using own initiative</p> <p>Ability to produce written materials (e.g. letters, reports, meeting minutes)</p>	

<p>Experience <i>This is the proven record of experience and achievement in a field, profession, or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example, a period of post-qualification experience).</i></p>	<p>Experience of working in a business support position or equivalent knowledge</p> <p>Experience or knowledge of developing and producing accurate and well-presented written and electronic reports, records and documents from a range of databases and systems.</p> <p>Experience of providing management information in both statistical and written form</p> <p>Experience of managing own workload effectively, applying independent judgement</p>	
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Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 6 core accountabilities, attributes, and behaviour indicators.

Organisation chart

