

Post: Technical Support Team Leader

- Salary/Grade: Grade 8 - £23,836 to £26,317 per annum pro rata
- Hours/Days: 18.5 hours per week - Wednesday PM, Thursday and Friday (with flexibility)
- Fixed Term/Perm/Temp/Casual: Permanent
- Location: NEDDC, Mill Lane, Wingerworth, Chesterfield, S42 6NG
- Closing Date: 21st May 2019
- Interview Date: Week Commencing 10th June 2019

Job Details and Requirements

An opportunity has arisen for a Technical Support Team Leader to join our busy Joint Environmental Health Service.

The role involves leading and managing staff within the Technical Support Team to ensure the provision of a comprehensive technical and administrative service to the Environmental Health Service.

You will need to have good ICT skills, which includes using a range of different ICT systems and packages. The ability to work to deadlines and an understanding of confidentiality is essential to this post. A specialism within this role is the administration of grants, which involves handling financial details and conducting financial assessments. Accuracy and attention to detail are therefore essential skills.

Contact Details

For an informal discussion about the post, please contact Sue Simmons, Technical Support Team Leader at sue.simmons@ne-derbyshire.gov.uk or by telephoning 01246 217873 or Samantha Bentley, Environmental Health Manager at Samantha.bentley@ne-derbyshire.gov.uk or by telephone 01246 217841.

Application Pack

If you are interested in this post, please visit the Jobs pages on the NEDDC websites <http://www.ne-derbyshire.gov.uk/index.php/your-council/jobs>

To apply using our online application form, please visit the Derbyshire Jobs website or by clicking on the following link: <https://jobs.derbyshire.gov.uk/>

Please note that **CV's will not be accepted.**

Alternatively, if you do not have internet access, application packs are available from:

- Telephone the NEDDC Contact Centre on 01246 217640.
- Email humanresources.bdc&neddc@ne-derbyshire.gov.uk



Please return completed application forms to HR & OD Shared Service, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, Derbyshire, S42 6NG or to humanresources.bdc&neddc@ne-derbyshire.gov.uk by the advertised closing date.

We welcome applications from all sections of the community.

Job Description

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| Job title and post number | Technical Support Team Leader |
| Service Area and Directorate | Environmental Health – Places |
| Reports to | Environmental Health Manager |
| Direct reports | Technical Support Officer – 1FTE Business Transformation and Systems Officer – 1 FTE Technical Support Assistants – 4.85 FTE |
| Grade | 8 |
| Salary range | £23,836 - £26,317 |

Job purpose

1. To lead and manage staff within the Technical Support Team to ensure that the Council's statutory duties are met and the service area contribute to the protection and improvement of public health
2. To ensure the provision of a comprehensive technical and administrative service to Environmental Health Service
3. To continually review all aspects of the Technical Support functions and systems and implement change to improve efficiency and effectiveness and strive to achieve continuous improvement in performance
4. To act as a leadership and management resource across the Environmental Health Service as and when required to do so and deputise for the Environmental Health Manager as and when required

Duties and responsibilities

1. Carry out effective planning, programming and use of resources across the service areas, to ensure the efficient operation of the Technical support team and to achieve or exceed performance targets and service standards. Continually review the needs of the service and reprioritise and implement changes where appropriate.
2. Performance manage the Technical Support team, ensuring there are adequate performance frameworks in place in relation to the targets and

objectives of the service and that these are being most effectively met.

3. Provide leadership and management support and professional expertise to staff in the Technical Support team and provide the principle advice on all matters relating to the section.
4. Lead and manage complaints and enquiries regarding service delivery and staff within the Technical Support team.
5. Participate in and oversee the administration of mandatory disabled facilities grants and other discretionary grants including electronic and manual record management and budgetary monitoring and calculation of client contributions
6. Manage the procurement of external services, evaluate the tender applications and select preferred provider. In conjunction with legal services prepare the necessary contract documentation to secure the provision of the required services.
7. Contribute to the Environmental Health Service's budget planning, purchasing and monitoring process and ensuring compliance with the Council's standing orders and financial regulations at all times
8. Ensure that staff receive learning and development support to maintain competency and effective service provision which meets current legislative standards and best practice
9. Oversee the receipt and administration of enquiries/complaints for all service areas, processing of applications from members of the public, Contact Centre, Councillors, external organisations and initiate appropriate action
10. Manager and oversee the development and maintenance of computer based systems and records. Undertake the role of systems administrator including Access report writing
11. Support change management within the organisation and manage change within the Environmental Health service, including business processes and service delivery methods, to bring about improvements and efficiencies
12. Manage ad hoc projects from conception to implementation
13. Reconcile invoices for payment and prepare sundry debtors ensuring compliance with the Council's standing orders and financial regulations at all times. Paying in of monies
14. Ensure compliance with deadlines for the submission of data and reports for internal purposes, Government Departments and other organisations.
15. Oversee the maintenance of the department's information channels such as web pages and publicity

16. Develop encourage and maintain effective member/officer relationships and provide support to elected members in respect of service matters and community needs.
17. Lead and manage services to promote a strong customer focussed culture and work to increase community and customer/user involvement.
18. Develop and maintain positive working relationships with other departments of the Council, external agencies and organisations, to ensure partnership working in service delivery including the sharing of intelligence or making appropriate referrals.
19. Represent both Councils and attend meetings of the Councils and any other meetings etc in connection with Environmental Health duties.
20. Review and develop reports and documents, as required, both internal and external. Develop and review documents such as service plans, policies and strategies and contribute to Corporate documents as required. Complete any necessary correspondence/reports, providing appropriate advice or recommendations.
21. Ensure a prompt and effective response in the event of any environmental health emergencies and contribute to the review of the Council's Business Continuity Plan.
22. Keep up to date with all relevant legislation, practices and policies and contribute to the development of any service changes and improvements.
23. The postholder will be expected to work out of hours occasionally, as the need arises.

General

1. Assist in the training and development of new members of staff as required
2. Be responsible for your continuing personal and professional development and also attend any relevant training courses and conferences as required
3. To carry out all duties with an awareness and regard to Health and Safety issues and adhere to safe systems of work specified in the Council's Safety Policy.
4. To be aware of and adhere to the Council's Policy on Equal Opportunities at all times
5. To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data
6. Develop and foster positive professional relationships with colleagues and

external contacts

7. Make suggestions to improve the working situation within own area of work and North East Derbyshire (NEDDC) and Bolsover (BDC) as a whole
8. At all times carry out duties and responsibilities in compliance with the Polices, Standing Orders, Financial Regulations, Employee Code of Conduct, Procedure and Constitutions of the Councils. Adhere to Council standards of behaviour and Code of Conduct
9. Such other duties commensurate with the grading of the post as may be from time to time determined

Working conditions

- The job requires direct involvement both in person and by telephone with vulnerable and challenging clients and with people whose personal circumstances or behaviour could place emotional demands on the post holder or cause emotional upset
- The work may involve dealing with people under stressful and emotionally charged situations

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the Data Protection Act 1998 and guidance provided by the Council in the form of policies and procedures).
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding Vulnerable Adults
- Child Protection Policy.
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

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| Approved by: | Samantha Bentley, Environmental Health Manager |
| Date approved: | March 2019 |
| Reviewed: | |

PERSON SPECIFICATION

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| Post Title: Technical Support Team Leader | Section: Technical Support | | |
| Directorate: Places | | | |
| Knowledge (Essential) | AM | (Desirable) | AM |
| <ul style="list-style-type: none"> • Significant understanding of the application and use of information technology and business transformation • High levels of IT skills including MS office and relevant systems | a, i & c | <ul style="list-style-type: none"> • Knowledge of Idox Database systems • Knowledge of Idox Document Management systems • An understanding and appreciation of the legislation relevant to the Environmental Health Service • A good understanding of local government and its structures including the financial and legal frameworks | a & i |
| Qualifications | | | |
| <ul style="list-style-type: none"> • Educated to GCSE Maths/English Grade C or equivalent • Supervisory management qualification or willing to work towards | a i & c | | |
| Experience | | | |
| <ul style="list-style-type: none"> • Significant experience in a supervisory/line management role and ability to motivate others • Significant experience of working with a performance management framework in the delivery of service improvement • Significant experience of working to tight deadlines and managing conflicting priorities • Preparation of reports, management and control of budgets | a & i | <ul style="list-style-type: none"> • Experience of working in Environmental Health Services • Significant experience of working in a senior administrative/technical role • Experience of communicating with senior managers and elected members | a & i |

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| <ul style="list-style-type: none"> • Experience of working with other stakeholders in service delivery • Experience of making change and cross service working • Experience of achieving targets and relevant performance management frameworks • Experience of producing work plans and complex reports including confidential information • Effective handling of complaints maintaining confidentiality and responding sensitively in respect of complex and difficult situations • Experience of dealing with the public and partners, over the phone, face to face and in writing | | | |
| Skills | | | |
| <ul style="list-style-type: none"> • Effective communication both verbally and written • Effective negotiating, influencing and diplomacy skills | a, i & c | | a & i |
| Other Requirements: | | | |
| <ul style="list-style-type: none"> • Ability to maintain and develop relevant administrative systems and databases • Ability to work independently and as part of a team • The ability to develop new initiatives | a & i | | a & i |

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check

(c) (o) others

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act, candidates will be asked if they have any specific requirements relating to the selection process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

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| Approved by: | Sam Bentley |
| Date approved: | 2/5/19 |
| Reviewed: | |