**Manchester City Council**

**Role Profile**

**Technical Support Officer, Grade 6**

**Planning, License & Building Control Service, Growth and Development Directorate**

**Reports to: Technical Support Lead**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will provide a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with both internal guidelines, policies and procedures and statutory requirements.

The role holder will support the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives

The role holder will use their technical knowledge and expertise to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities:**

Provide an effective support function for the assigned service area, ensuring that high quality technical and customer services are delivered in line with legislative requirements. Dependent on the service area, this may include maintenance, software / information support, engineering, surveying, curating or other specialist functions.

Assess project / initiative / work package feasibility, paying close attention to procedure and legislation where appropriate and ensuring all work is delivered to a high standard.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Identify and address relevant issues with assigned work packages and following assessment make recommendations in accordance with service plans, customer requirements or legislative needs. Ensure that work to continuously develop and improve processes is undertaken.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required in line with safe working practices and health and safety regulations. Maintain effective relationships to ensure the highest standard of service delivery.

Update and extract information from management information systems accurately and competently as required, producing reports and other documentation as required.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

The Planning, Building Control & Licensing service is structured within the Growth and Development Directorate and is managed by the Director of Planning, Building Control and Licensing. The team supports the Planning, Building Control, Land Charges and Licensing (taxi and premises) service with technical, business, and financial support and services.

The role holder will be responsible for:

* Delivering high quality, efficient and courteous customer service functions.
* Supporting the monitoring of data quality and security including producing reports to monitor performance objectives and targets which contribute to effective service delivery, including statutory returns to government.
* Supporting the monitoring of cost recovery and financial models for Planning, s106, Building Control, Licensing and Land Charges including income and spend.
* Supporting the development and implementation of new administrative, technical, and business procedures and systems, ensuring that they continue to meet service needs and objectives in accordance with Council policies and legislative requirements.
* Supporting with technical support, and training for all of the services business systems and other ICT systems.
* Supporting the information governance functions including freedom of information requests, complaints, data breaches.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills**:Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
* **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
* **Research and Intelligence Skills:** Ability to research information from a variety of different sources and present in a variety of formats.

**Technical Requirements (Role Specific)**

* None