

## Job description

Job title: Assistant Technical Officer (Levels 1 / 2)  
Grade: Dorset Council Grade 7 / 8  
Job evaluation reference: ES 595 e / f  
Job family: Transport Policy & Passenger Assistance

### Purpose and impact

1. Accountable to a Senior Technical Officer, supporting a discreet specialist / technical service area and providing a wide range of duties
2. To provide specialist / technical support services, managing day to day running and resources of a designated technical support function
3. To support the delivery of a specialised or technical service function.
4. To work with other specialist / technical support staff, investigating and carrying out a range of tasks working within general guidelines, providing some day to day supervision.

### Key responsibilities

5. Undertake a range of specialist / technical support activities, working to meet agreed objectives, priorities and deadlines and ensuring optimum use of resources.
6. Working with other specialist / technical support staff investigate and deliver effective projects and/or services, from inception to completion.
7. Assist with public consultation, where appropriate and where directed, in accordance with the strategy.
8. Create, maintain, interrogate and input to financial, business support and administration systems, ensuring accurate input of data for each allocated project or service element.
9. Manage, monitor and update records and/or procedures regularly and issues requiring decision or of concern brought to the attention of senior staff.
10. Operate in accordance with Quality, Health and Safety and Environmental Management Systems and other agreed procedures and ensure all Health and Safety requirements are met.
11. Assist, where directed, in the provision of staff training.
12. Prepare support information, for public inquiries, arbitrations, adjudications and similar events.
13. Assist in meetings with local Councillors, the community and the public on highway and transportation issues.
14. Assist in co-ordinating the work with other in-house and external specialist / technical and/or support staff, required to deliver projects and/or services
15. Co-ordinate in-house staff and external consultants to achieve effective service delivery
16. Assist in the preparation of contract documentation and undertake contract administration, including monitoring output and assessment of claims

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



### Other factors

17. Assist in the implementation and monitoring of programmes and budgets, to achieve delivery to time and within budget.
18. Responsible for PC, hand held communication devise (eg mobile phone) and associated equipment and other specialised technical equipment as and when required.
19. Office based, however some post may have a regular requirement to travel for meetings and make occasional site visits to establish facts.
20. Site visits may require working close to traffic, with exposure to moving traffic and traffic fumes.
21. Represent the Council on Highways and Transportation matters as required at meetings, and where appropriate, with contractors and/or consultants.
22. Liaise as necessary, with local Councillors, the community and the public on relevant highway and/ transportation issues, having regard to the highway service consultation strategy.
23. Conflicting demands and interruptions are a regular feature of the post.
24. Confrontational and verbally aggressive situations may arise, with the public and in dealing with service users, to resolve difficulties.

### Progression in post (if applicable)

25. There are two levels of Assistant Technical Officer. For Level 2, see the advancement requirements as set out for Education and Professional Qualifications and Knowledge and Experience within the Person Specification.
26. At Level 2, the post holder will be required to exercise a greater depth of knowledge and skill, as the work will involve a variety of advanced tasks in one function, or the application of detailed knowledge in a specialised area. The post holder will also be expected to undertake the public consultation role, working with the community to find solutions on more complex issues
27. The post holder must be able to evidence working and competence at the higher level required for Level 2.
28. This is a career graded post within the Technical Support family. Criteria for advancement are set out within the job description and person specification for the next level post.

### Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



# Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential criteria are the minimum requirement for the above post.

## Essential

<b>Qualifications/ training/registrations</b>	
Required by law, and/or essential to the performance of the role	
1.	BTEC National Certificate
	or
2.	NVQ Level 3.
	or
3.	Equivalents
	<ul style="list-style-type: none"> <li>○ Acceptable alternatives for Transport Management, Highway Systems, Parking Services, Passenger Transport or other specialist fields.</li> <li>○ For progression to Grade 8 the post holder shall be undertaking further relevant study, see also Knowledge and Experience.</li> </ul>
<b>Experience</b>	
4.	Reasonable experience within the area of responsibility and an office environment.
5.	Able to analyse data and/or records.
6.	Experience in the use of IT within the area of responsibility.
7.	Experience of applying Health and Safety principles and working within Quality Management Systems
	<ul style="list-style-type: none"> <li>○ For Grade 8, work experience at the higher level shall be evidenced and significant across all areas of responsibility.</li> </ul>
<b>Skills, abilities &amp; knowledge</b>	
8.	Good communication skills, both written and oral.
9.	Ability to meet deadlines.
10.	Able to follow procedures and evaluate problems.
11.	Able to work within a team environment.
12.	Good numeric skills.
13.	Computer literate.
14.	Reasonable knowledge and experience within area of responsibility.
15.	Knowledge of relevant standards and procedures.
16.	Knowledge of health and safety requirements within area of responsibility.
17.	Understanding of administration and other relevant systems
	<ul style="list-style-type: none"> <li>○ For Grade 8, the knowledge across the area of responsibility shall be significant.</li> </ul>
<b>Behaviours</b>	
18.	<a href="#">Respect</a>
19.	<a href="#">Responsibility</a>
20.	<a href="#">Recognition</a>
21.	<a href="#">One Team: Collaboration</a>
<b>Other</b>	
22.	Able to adapt to meet varied situations.



23. Calm.
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24. Able to fulfil the travel requirements of the post.
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## Desirable

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

<b>Qualifications/ training/registrations</b>
25. Minimum of two subjects at A level.
26. NVQ Level 3.
<b>Experience</b>
27. Experience in co-ordinating staff.
28. Aware of project management principles.
<b>Skills, abilities &amp; knowledge</b>
29. Confident manner, able to self motivate.
30. Computer literate, familiar with a range of programmes.
31. Adaptable and able to work and make some decisions unsupervised
32. An awareness of Environmental Management Systems
33. Reasonable knowledge of relevant standards, and/or legislation.
34. Some understanding of corporate and statutory procedures.

<b>Approval</b>			
Manager	Andy Ackerman	Date	September 2009

