

JOB DESCRIPTION

Job Title	Technical Administration Support Officer		
Directorate	Partnerships, Localities, and Culture		
Reporting to			
Grade	14		
Evaluation ref:	TR0091	Job ref:	Family
Role purpose			
Responsible for providing comprehensive administrative and technical support to the functions and initiatives within the Strategic Partnerships service area. Includes booking, planning, promoting and providing support for meetings and events, research and data analysis, collating information and drafting reports, project support. Troubleshooting technical issues, maintaining accurate records, and providing timely reports and updates.			
Accountabilities			
<p>Engagement Support: Provide effective technical and administrative support for Local Community Networks, partnerships, community engagement and other related events. Includes preparing documentation and promotional material, and supporting communications activity, including use of online and social media platforms.</p> <p>Coordinate and enable the delivery of appropriate stakeholder events and working groups, workshops, conferences and training ensuring all stakeholders are fully engaged, represented and informed</p> <p>Governance and Documentation Management: Maintain and update documentation, ensuring all records are accurate and accessible and compliant with information governance requirements.</p> <p>Project Assistance: Support and develop the appropriate governance arrangements, production and maintenance of key documentation. Report on progress, risks, and benefits to inform wider service development.</p> <p>Stakeholder Coordination: Liaise with internal and external stakeholders to support service delivery, develop partnership approaches, facilitate effective project execution and resolve any technical issues.</p> <p>Budget management: Track service and project delivery to ensure they keep within defined budget remits. Identify and secure appropriate financial and other resources to enable successful project delivery, both from within SC and external sources. Raise and process purchase orders, invoices and payments.</p> <p>Training and Development: Advise and support services to ensure they are ready and able to operate new processes or within new environments that are associated with the implementation of a new system, process, or transformation. Provide training and support to employees on the use of technical systems and tools.</p> <p>Compliance: Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role. Provide support to the Assets of Community Value / Community Right to Bid process.</p>			

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Reporting: Prepare and present reports on service activities, development opportunities, project progress, and service performance.

Continuous Improvement: Contribute to the development and improvement of technical and administrative processes within the directorate.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Comprehensive understanding of technical support and administrative processes.	<input checked="" type="checkbox"/>	
Awareness of data protection and confidentiality requirements in practice	<input checked="" type="checkbox"/>	
Knowledge of common software and technical tools, including hybrid meeting technology.	<input checked="" type="checkbox"/>	
Knowledge of community engagement and cultural development initiatives and approaches.		<input checked="" type="checkbox"/>
Familiarity with local government operations and procedures.		<input checked="" type="checkbox"/>
Understanding of project management principles and practice.	<input checked="" type="checkbox"/>	
Experience		
Proven experience in a technical support or administrative role.	<input checked="" type="checkbox"/>	
Experience in managing documentation and records in a large, complex organisation.	<input checked="" type="checkbox"/>	
Experience in troubleshooting and resolving technical issues.	<input checked="" type="checkbox"/>	
Experience in coordinating with multiple stakeholders across a range of partnership activities.		<input checked="" type="checkbox"/>
Experience in supporting projects and project management processes.	<input checked="" type="checkbox"/>	
Experience in researching, developing and providing training and support to staff.		<input checked="" type="checkbox"/>
Qualifications / Registrations / Certifications		
Educational qualification to A level or acquired knowledge to HNC/HND or NVQ4 standard	<input checked="" type="checkbox"/>	
Relevant qualifications or experience in IT, technical support, administration, or related fields.		<input checked="" type="checkbox"/>
Certification in project management.		<input checked="" type="checkbox"/>
Additional training or certification in community engagement and development		<input checked="" type="checkbox"/>

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Skills		
Excellent technical troubleshooting and problem-solving skills.	<input checked="" type="checkbox"/>	
Strong organisational and time management skills.	<input checked="" type="checkbox"/>	
Effective written and verbal communication and interpersonal skills.	<input checked="" type="checkbox"/>	
Ability to manage multiple tasks and priorities.	<input checked="" type="checkbox"/>	
Proficiency in using relevant software and technical tools.	<input checked="" type="checkbox"/>	
Strong attention to detail and accuracy.	<input checked="" type="checkbox"/>	
Working Conditions		
Hybrid working in place but will need to be able to travel and work with partners across Somerset, so will need independent means of travel and flexibility to work outside their normal working hours		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position		
Corporate Accountabilities		

Date: