

JOB DESCRIPTION

Job Title	Technical Support Officer - Engineering Projects and Programmes		
Directorate	Infrastructure & Transport		
Reporting to			
Grade	14		
Evaluation ref:	TR0173	Job ref:	Family
Role purpose			
<p>The Technical Support Officer - Engineering Projects and Programmes plays a crucial administrative role related to Highway Improvement schemes, including document control, data management, liaison with Statutory Undertakers, and responding to project enquiries. It also includes maintaining contact records, supporting SharePoint administration, organizing team events and meetings, staying updated on highway design resources, and assisting with service improvement tasks.</p>			
<ol style="list-style-type: none"> Undertake administrative tasks associated with Highway Improvement schemes, including document control and registration. Regular tasks will include: <ul style="list-style-type: none"> Obtaining information from Statutory Undertakers Assisting with electronic filing Involvement in the Street Works permitting process Updating Highways Schemes Proposal Register (HSPR) dataset in mapping system Undertakes liaison with Statutory Undertakers and relevant authorities with respect to the New Roads and Street Works Act, including Section 58 notices. Answers enquiries from colleagues and members of the public on specific project matters and other issues submitted via team inbox, in liaison with other team members. Maintaining record of latest contact information (external and internal). Involvement in supporting team Sharepoint site administration including the assisting in the migration of residual scheme files still on network drives to Sharepoint and/ or archive. Assistance in the organising of team events/ meetings. Organises operational meetings, takes and distributes minutes on behalf of the Team. Keeps up to date with the availability of the latest highway design resources and initiatives. Assistance in the delivery of Service Improvement tasks. Attendance at webinars and training events to support service delivery 			

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Impact

Contacts & Relationships

- In many cases the assignment holder will be the first point of contact of service as well as administrative matters.
- This will involve regular front line telephone or personal contact with service users and members of the public who on occasions might be challenging requiring the postholder to use tact and discretion and to decide on the best course of action to take and the confidentiality involved.
- There is regular interaction with contractor's agents (consultant and construction) in responding to queries and providing/ requesting information.
- Regular contacts occur service colleagues to pass and receive information, to receive work instruction and to resolve front line problems.

Resources

- Provides support for the Service Manager and professional officers within the team.
- Where appropriate take responsibility for the monitoring and safe keeping of office and other equipment.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Understanding of administrative processes and procedures.	x	
Knowledge of data protection and confidentiality principles.	x	
Familiarity with highway improvement schemes.		x
Awareness of health and safety regulations.		x
Understanding of Somerset Council's policies and procedures.		x
Experience		
Previous experience in an administrative support role.	x	
Experience in handling information and records.	x	

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Experience in using computerised record systems.	x	
Experience in coordinating meetings and managing diaries.		x
Experience in financial administration and processing invoices.		x
Experience in minute-taking and preparing official documents.		x
Qualifications / Registrations / Certifications		
5 GCSEs or equivalent grade A-C, including English and Maths.	x	
NVQ Level 2 in Business Administration or equivalent.		x
Training in data protection and confidentiality.		x
IT qualifications or training.		x
Customer service training.		x
Skills		
Excellent organisational and time management skills.	x	
Strong communication skills, both written and verbal.	x	
Proficiency in Microsoft Office applications.	x	
Ability to work independently and as part of a team.	x	
Attention to detail and accuracy.	x	
Problem solving skills and the ability to use initiative.		x
Working Conditions		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> • Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events. • Location: The primary work location is County Hall, with opportunities for remote work as per organisational policies. • Travel: May very occasionally involves travel across Somerset. • Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources. 		

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Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Dimensions of the role

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 22/01/2025