

Neighbourhoods Service		
Person Specification		
Technical Support Officer		
Grade LS13	Post Number: TBC	
ATTRIBUTES	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Experience in health and safety e.g. risk assessments and safe systems of work</p> <p>Experience of customer service - daily service request, queries and complaints and actioning accordingly</p>	<p>Experience in delivering face to face training / toolbox talks</p> <p>Experience of car park management</p>
QUALIFICATIONS	Willing to work towards any relevant qualifications e.g. Health & Safety	Recognised Health & Safety qualification
SPECIALIST KNOWLEDGE/ SKILLS	<p>Support in accidents reporting</p> <p>Competent in hazard identification and risk control</p> <p>Understanding of data protection principles, including GDPR and the requirement for confidentiality</p>	Ability to deliver safety coaching and training
IT SKILLS	<p>Experience of using electronic databases and information systems</p> <p>Ability to use Outlook.</p> <p>Ability to accurately use Microsoft Office (Basic Word, Excel, PowerPoint)</p>	
PERSONAL CHARACTERISTICS	Flexible and adaptable approach to work and commitment to team working	

OFFICIAL

	Highly motivated, with an ability to work on own initiative and prioritise work. Excellent organisational skills	
PHYSICAL REQUIREMENTS	None	
SPECIAL WORKING CONDITIONS AND OTHER REQUIREMENTS	Driving licence and access to a car to travel across the borough The Council promotes hybrid working principles.	

PREPARED BY: Luke Colaluca

DESIGNATION: Streetwise Manager

DATE: May 2025