

JOB EVALUATION: JOB PROFILE

(Blank pro formas are available on the “Keep” directory of the IT system)

BEFORE COMPLETING THE JOB PROFILE YOU SHOULD READ THE “GUIDANCE NOTES ON COMPLETING JOB PROFILES”

This form should be completed by the line-manager in conjunction with the post-holder. To ensure a post is evaluated fairly and accurately it is important that ALL the information requested is provided.

JOB TITLE: MTF Technical Support Officer Part time 22.5 hours per week		POST NO:	
JOB PROFILE PREPARED BY: Lindy Warmer/Mark Stanton		DATE: May 2010	
CONTACT WITHIN SERVICE/FUNCTION AREA IF FURTHER INFORMATION IS REQUIRED BY THE JOB EVALUATION PANEL: Lindy Warmer/Mark Stanton			
INFORMATION PROVIDED SIGNED AS AGREED:			
JOB HOLDER:		DATE:	
SERVICE MANAGER:		DATE: May 2010	
PORTFOLIO MANAGER:		DATE: May 2010	
CHECKLIST: tick the boxes below to confirm that you have provided/attached ALL of the following –			
• Job profile, fully completed, including “examples” where required		✓	
• All the necessary signatures		✓	
• Organisation chart		✓	
• Job description		✓	
• Person specification		✓	
• FOR EXISTING POSTS ONLY – a detailed explanation of the changes which have occurred to necessitate the duties being re-submitted for evaluation		N/A	

NOW SEND ALL DOCUMENTATION TO HUMAN RESOURCES

TITLE: MTF Technical Support Officer	POST NO:
PORTFOLIO: Commercial & Economic	
SERVICE AREA: Economic Development – Moving Thetford Forward	
REPORTS TO (Job Title): MTF Growth Programme Manager	
SUPERVISES (give job titles and the number of posts in each category): N/A	
JOB DEMAND LEVEL: Indicate the level from 1 to 8:	
	2
ORGANISATION CHART: See attached	
MAIN PURPOSE OF JOB: <p>In 2006 the Moving Thetford Forward Group was set up, bringing together key stakeholders and partners to inform the work on the growth of Thetford. Growth Point status was awarded to Thetford in 2007 and funding of £6m was awarded. The Growth Point Delivery Team handles the day to day programme and project management on behalf of the Board and all stakeholders and requires a strong consistent core of personnel with the appropriate skills and competencies. The post holder will provide a full technical administration support service to the MTF delivery team, and a dedicated secretariat support service to the Project Delivery Groups and MTF Board. S/he will assist in the development of specific regeneration and infrastructure project delivery in and around Thetford and other projects that will have a significant impact in supporting Breckland's Growth Programme under the MTF brand. The post will also manage the programme communications and marketing responsibilities and assist with the organisation of event activity including formal consultations</p>	

KEY TASKS:	%
1. To provide a comprehensive technical support and P.A. function for the GP Delivery Manager and project, act as the first point of contact for Moving Thetford Forward for incoming enquiries and take responsibility to record and ensure they are dealt with appropriately.	25
2. Be responsible for a front line secretariat support service for Project Development Group and Moving Thetford Board meetings.	25
3. Set up and operate administration systems to support a variety of tasks including financial/budgetary, ordering and purchasing, coordination of meetings, statistics, database, event administration and mail merge.	15
4. Support and assist the Programme Delivery Manager with organisation of event activity including formal consultations and manage MTF marketing activity.	10
5. Assist in the collation of reports and statistics for reporting outcomes and achievements of the MTF programme	10
6. Be responsible for updating and coordinating updates of the MTF websites, enquiry line and all publicity material.	8
7. Work with the Economic Development, Housing, Planning and Finance teams with all issues relating to MTF	5
8. To undertake such other duties and responsibilities appropriate to the post as may be considered relevant by the Head of Economic Development	2
9. To maintain the high standards of confidentiality and professionalism established and required by Breckland Council and Partners.	
	= 100%

KNOWLEDGE, SKILLS AND EXPERIENCE:

A reliable, first class communicator, requiring high level interpersonal skills, with a minimum of 2 years experience in an office environment providing secretarial and technical support, the postholder will be the first point of contact for incoming enquiries to the MTF team and will ensure all clients are dealt with appropriately using excellent customer care skills. The postholder will require the ability to disseminate relevant facts from large volumes of data, communicate and negotiate effectively with a diverse range of people and situations, deal with complex spreadsheets, and be able to prioritise individual workload. Attention to accuracy and detail and the ability to work under pressure are all requirements of the postholder.

The postholder will be involved and accountable for a range of tasks, some of which will be relatively testing including MTF Board and Project Development Groups and will therefore require a high level of literacy and numeracy and should hold a minimum of 4 GCSEs grade A-C or equivalent including Maths and English. The postholder will also require extensive knowledge of how to operate a WP/computer and the associated layout techniques, software packages including Microsoft Word, Excel, PowerPoint and Outlook.

Other areas within the Council, outside your own, of which you require an understanding:

The postholder will require a broad understanding of Breckland Council's policies and procedures especially regarding corporate issues, economic development, and environmental health and planning.

COMPLEXITY AND CREATIVITY:**Complexity & Example:**

The postholder will assist in providing advice, options and solutions to complex problems involving the performance of MTF projects in terms of outputs and outcomes they are required to achieve. Some work related pressure is inevitable and working to deadlines is essential. On the technical side the work will sometimes be complicated depending on the tasks which are many and varied including for example setting up and maintaining systems, collation of reports and statistics, coordination of meetings and consultations and form completion and in the pursuit of these tasks the postholder will have to cope with interruptions and other demands as they arise.

Creativity & Example: The postholder will manage the marketing activity and will develop new opportunities and ideas to develop more attractive events, innovative consultations with the community and businesses in order to gain a better public conception and commitment for MTF. The postholder will also use their imagination and creativity to develop the MTF website, produce an E - Newsletter and give a visualization of the Forum.

JUDGEMENT AND DECISIONS:

Advice and discretion: The job will involve the postholder in making decisions and judgments within the remit of the post on day to day issues but there may be times when a more major decision has to be made without referral; however this would not be on a matter which would have a high impact on the delivery of MTF. Normally the postholder will refer to the Project Manager on more important judgments and decisions depending on the nature of the enquiry. Albeit the majority of advice and discretion will be day to day, clients will be enquiring about aspects of all elements of the project of which the postholder will require a thorough working knowledge.

Example of decisions taken: Status reports have a red, amber, green (RAG) status and are

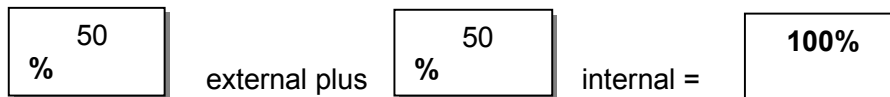
presented every month by project groups, the postholder will quality check as to whether the report is satisfactory for submission or requires further work. S/he will also deal with all dates for meetings to be set for the Board.

Example of decisions referred to line-manager: Enquiries from Project Leads such as changes to budget, timescales or deadlines, problems or publicity issues, or other non routine matters.

Impact. The post holder will act as the first point of contact for Moving Thetford Forward working with partners, stakeholders and Board Members and will offer limited advice in the absence of the GP Manager. These interactions extend partially to other activities or services/functions of the Council but will impact on the project overall

Example: Information given directly to a partner or board member regarding project activity/status must be correct and prioritised, as mistakes would have a significant effect on the credibility of the project overall.

CONTACTS AND COMMUNICATIONS:



The post will be split 50/50 between outside organisations within the remit of the role's responsibilities as front line service to the Moving Thetford Forward Delivery Team and Board..

SPECIAL FEATURES: