Job description	
Job title	Operational Technical Support Assistant
Grade	Pay Band E (Scp 7-11)
Directorate	Neighbourhoods and Communities
Section/team	Operational Support Team
Accountable to	Service Managers
Responsible for	Neighbourhood Delivery Operational & Business Support
Date reviewed	April 2024

Purpose of the Job

The post holder will provide administrative operational technical support to all relevant service areas ensuring the provision of a professional, high quality and effectively managed operational support, which is flexible and responsive to the needs of the services.

To meet the Council's vision, values and priorities, in undertaking the main duties and responsibilities the post holder will be expected to display the relevant competency attributes for the role.

To use own initiative whilst working independently or as part of a team, managing workloads under minimal supervision and adapt to changing priorities and deadlines.

To participate in the induction and training of new operational advisors to ensure that a high level of up-to-date knowledge is maintained.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Duties and Responsibilities

	Operational and Technical Support
1.1.	To respond to environmental services requests and enquiries from customers and stakeholders via the telephone, in writing and emails both internal and external for all. Dealing with confidential and sensitive matters in a professional and courteous manner.
1.2.	To maintain and update all customer and staff records, maintaining files both electronic and paper records including: staff attendance records including; weekly staff records and absence reporting and HAVs records and bin replacement reports.
1.3.	To arrange and make appointments for: meetings, Occupational Health and training courses including the completion of mandatory records.
1.4.	To maintain, update and retrieve data held on a number of computer systems, as listed below.
1.5.	To record and update service calls out for Emergency Out of Hours services requests and maintain files.
1.6.	Produce daily work schedules for issue to operational teams and deployment records ensuring all variations are updated and completed accurately and on time.
1.7	Arrange rail travel and accommodation bookings for all staff, using the Council's preferred supplier(s) ensuring the council's procedure for rail and accommodation bookings are adhered too.
1.8.	To undertake burial services tasks including; issuing grave deeds, memorial permits and prepare relevant documentation including grave ownership transfers. Ensuring public liability insurances and Brahms registration is updated and burial disposal certificates are signed and witnessed on Indemnity forms and in compliance with burial law (Local Authorities Cemeteries Order 1977), health and safety legislation and the institute of Cemetery & Crematorium Management's Code of Safe working practice.
1.9.	To process requests from internal and external third parties regarding public grave searches and exhumations within relevant legislation requirements.
1.10.	To update and maintain booking systems for; MOTs, Taxi and Vehicle inspections and complete documentation for council vehicles including Road Fund Licences, MOTs and servicing/inspections.
1.11	To issue key cards for drivers using the Vehicle Tracker system and to contact MWDA to arrange access for vehicles at local recycling centres.

1.12	To support the delivery of service changes to systems, processes and identify new working methods that will result in achieving operational efficiencies.
1.13	To create vehicle defect job cards and update systems to report defect and export data to produce re-charges for both internal and external customers.
1.14	To maintain all records in accordance with the Councils' authorised Retention and Disposal Schedule, ensuring compliance with data protection and client confidentiality including storage and disposal of records.
2.	**Performance Management**
2.1	To update operational systems including; receipt logging, printing and closure of transactions.
2.2	To compile and processing statistical information for the monitoring of customer care, quality and performance
2.3	To update and record pest control treatment records and information onto the booking system.
2.4	To collate and update on a monthly basis fly capture performance data onto Environmental agency website.
2.5	To update drivers' records and maintain six monthly schedules with a review of drivers; licence, insurance and Drivers Declaration forms details recorded on Driver Compliance spreadsheet.
2.6	To co-ordinate the scheduling of all fleet vehicles for inspections and VOSA for HGV testing and maintain supporting certification.

3.	**Financial Management**
3.1	To create, manage, validate and track routine: purchasing inquiries, requisitions, orders and receipts.
3.2	To create invoices using the Sundry Debtor system and monitor recovery of income paid by liaising with Income Recovery Section for cancellations and customer queries.
3.3.	To maintain income records including the processing of; IDOs, ADI journal transfers and ensure all income is reconciled to service records.
3.4	To prepare and monitor invoices of Service Level Agreements (SLA) for all internal and external traded services including responding to customer queries on invoices and SLA variations.
3.5	To collate service charges and update individual customer account records, in order to generate invoices, exporting data between systems and producing reports.
3.6	To produce standard commercial letter for external contracts including direct debit mandates.
3.7	To update and maintain income record sheets on Income SharePoint site and liaise with Financial Management team to enable reconciliation of income received for monthly budget monitoring. Also to support year-end closedown activities; debtors provision, internal and external charging are accounted for in Council annual accounts.
3.8	To take receipt of income including cash, cheques and card payments and record information on Weekly Cash Reconciliation and Cash Deposit Sheets.
3.9	To process all payments cash, cheque and card transactions and issue refunds updating records via Capita; Paye.net system
3.10	To comply and advise on financial policies and procedures necessary to meet customer care needs, and to reflect the council's vision and values.

4.	**IT Systems – use of range of systems including training others, testing upgrades and system administration:**
	• MS office package
	• SharePoint sites
	• ICR (Customer Records)
	• Oracle Financials
	• Confirm
	• Merridale
	• Tranman
	• IMPACT (Cashless Catering)
	• CASS (Cemeteries Administrative System)
	• Cristal

Health and Safety

- To use equipment as instructed and trained

- To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity**. You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability**. You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication**. You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.