**Job Description**

***Technical Support Assistant (School Transport/NoWcard)***

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| **Service:** | Public & Integrated Transport | **Team:** | School Transport/NoWcard |
| **Location:** | County Hall, Preston/Remote Home Working |
| **Salary range:** | SCP 4 – 6 | **Grade:** | 4 |
| **Reports to:** |  | **Staff responsible for:** | None |

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| **Job Purpose** |
| Under supervision provide technical support services utilising a range of practical and procedural knowledge in the School Transport and/or NoWcard teams.The role will be to assist in the pass production, administration, financial account monitoring and debt collection procedures across the teams. |
| **Accountabilities/Responsibilities** |
| The post-holder will undertake a range of functions that could include but not be limited to the following:-* Inputting of customer and pupil data
* Production and despatch of travel passes and other smart and local authority passes
* Assist in maintaining the customer and bus management systems across the teams
* Liaising with internal and external customers
* Responding to and resolving of customer queries by post, email and telephone
* Debt and debt collection management including taking payments and processing refunds, setting up invoices and direct debit agreements
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| **Other** |
| * **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work. * **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy. * **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:*** **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.* **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.* **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.* **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

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All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| * 4 GCSE's A-C or 4-9 including English & Maths or equivalent academic qualification
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| **Experience**  |
| * Experience of working with customers internal and or external either face to face or by phone
* Regular use of ICT systems and office routines such as mail, filing, photocopying, telephone communication and message taking
* Experience of using an electronic records management system
* Experience of working with customers internal and or external either face to face or by phone
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| **Essential knowledge, skills & abilities** |
| * Knowledge of ICT systems including Microsoft Outlook, Word and Excel
* Ability to work as part of a team and independently as required
* Ability to use own initiative
* Good organisational skills
* Excellent electronic, written and oral communications skills
* Ability to respect sensitivity and maintain confidentiality of information
* Ability to maintain filing systems both electronic and manual
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| **Other essential requirements** |
| * Commitment to equality and diversity.
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| * Commitment to health and safety.
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| * Display the LCC values and behaviours at all times and actively promote them in others.
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