

JOB DESCRIPTION

JOB DETAILS	
Post title:	Technical Administrator
Post grade:	D
Post number:	
Directorate:	Community Services
Section:	Environmental Health
Reporting to:	Senior Administration Officer
Line manager:	Senior Administration Officer
Date updated:	5th August 2025

MAIN PURPOSE OF JOB
To provide business support to the Environmental Health Team including front line customer service, logging service requests, updating the Uniform system together with financial administration.

SPECIFIC DUTIES
<ul style="list-style-type: none"> To provide advice to customers, including members of the public and businesses, via telephone, email or in person at the Council Offices. To record customer complaints and enquiries on the Uniform system and generate service requests for officers. To regularly update the Uniform and idox systems to ensure that case files are accurate and managed within the Councils GDPR and data protection policies. To enter details of planned inspections on the Uniform system relating to food safety, health and safety, pollution control, housing and private water supplies. To maintain and update public registers relating to HMO properties, air quality data, welfare burials cooling towers and empty properties. To assist with sorting, collation, recording and distribution of the sections post (paper and electronic) To collate data and assist with the preparation of service performance reports together with annual statistical submissions to central regulators such as the Food Standards Agency (FSA), Health and Safety Executive (HSE) and Drinking Water Inspectorate (DWI). To collate data and assist with drafting responses to Freedom of Information (FOI), Environmental Information Regulations (EIR) and subject access requests. From time to time assist managers and officers with the production of letters, reports and correspondence across the full range of environmental health service areas. To carryout financial administration including raising purchase orders, invoices and processing payments To participate in ongoing business and digital transformation projects as required

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> Senior Technical Administrator (Line Manager) Technical Administrator

RESOURCES

Responsible for maintenance of Uniform database

PHYSICAL DEMANDS

Office-based working with limited physical demands

MENTAL DEMANDS

- Requirement to organise and prioritise a workload
- An ability to accurately analyse and interpret a range of quantitative and qualitative data sources
- Requirement to engage with members of the public who may be angry, upset or distressed

WORKING ENVIRONMENT

Hybrid working in accordance with the Councils flexible working policies. Currently 2 days home working per week permitted with 3 days in office.

ALL STAFF RESPONSIBILITIES

To adhere to all Council Policies, in particular Equal Opportunities.

To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.

To be committed to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect.

Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness.

HEALTH AND SAFETY

Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council's Health and Safety Policy and ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others.

PERSON SPECIFICATION			
QUALIFICATIONS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
5 GCSEs 4-9 or equivalent (e.g. O-levels/ NVQ Level 3)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
NVQ Business Administration (Level 2 or above)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form
EXPERIENCE	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Previous experience in office administration and business support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
Previous experience of database management and digital platforms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form/Interview
Experience of working with database systems such as IDOX and Uniform	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form/Interview
SKILLS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
IT skills including proficiency in Microsoft Office	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
Excellent communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
Excellent organisational skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
Excellent team working skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
BEHAVIOURS / ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Strong customer focus and commitment to customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
Positive approach to work and willingness to support colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
Ability to work in a team but use own initiative if required.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview
Ability to recognize and meet deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form/Interview