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North Hertfordshire Council

CUSTOMERS DIRECTORATE

Job Description

Date issued: November 2022

Post No: TBC

Job Title:	Careline Technical Administrator
Service/Unit Area:	Customers/Careline
Grade:	4
Hours:	Full Time
Responsible to:	Assistive Technology Officer
Responsible for:	None
Contacts:	Corporate customers Retail customers/members of the public Careline Operators Management Support Unit (MSU) Marketing and Relationship Officer Members of the Careline Management Team Careline's CRM software supplier(s) Assistive technology partners such as Hertfordshire County Council, and Herts Constabulary Careline's logistical partner(s) Other assistive technology providers

Job Summary:

To administer Careline's technical support operation providing a first point of contact for service users and staff needing assistance. To arrange for the maintenance and installation of Assistive Technology equipment by administering a team of technicians. To schedule job requests for technicians and maintain an efficient and effective service maximising operational efficiencies.

Key Responsibilities:

1. Principal Responsibilities

- 1.1. To provide administrative support to the technician team in accordance with current legislation, national guidance, council policies and procedures.
- 1.2. To record and maintain customer records and requests for service, promptly and accurately logging details of any contact on the CRM system within the specified time scales.
- 1.3. To respond promptly to a wide range of administrative and technical enquiries from technicians, staff and service users and to process support applications from staff and service users.
- 1.4. To correct and prioritise requests for service and administer scheduling of the technician team within specified time scales.
- 1.5. To issue, monitor and complete technician stock orders including desk based post inspections as required.
- 1.6. To competently operate a number of computer systems including Microsoft's Excel, Word and Outlook, websites/intranet, CRM systems, etc. and to produce mail merges, carry out filing and maintenance of manual and computerised systems.
- 1.7. To carry out repairs based surveys and record the findings.
- 1.8. To answer phone calls and handle first line technical queries.
- 1.9. To call service users for arranging installations, inputting and updating data and technical support or fault analysis.
- 1.10. To advise service users of changes to the service and persuading users to continue with the service and of the benefits of utilising the assistive technology provided.
- 1.11. The configuration and production of a variety of bespoke reports concerning Careline's operational matters, ensuring relevance and accuracy at all times.
- 1.12. Appropriate production, manipulation and analysis of timely, accurate and relevant performance data to facilitate managerial decision-making.
- 1.13. Dealing with incoming communication from Careline's clients as it relates to operational matters.
- 1.14. The management, particularly deletion, of personal data having regard to the approved Data Retention Schedule and the 8 Principles of the Data Protection Act 1998, etc.
- 1.15. To provide support in the absence of the Assistive Technologies Officer as regards Careline Operator queries in relation to matters with regard to service users.
- 1.16. To identify, and participate in, training and development for the post.
- 1.17. The review and revision of procedures and operation guides to meet statutory obligations and council policies.

2. Staff Management

2.1. None.

3. Service Management

- 3.1. To review and develop the services for which the post holder is responsible and manage change, to achieve continuous improvement; to maintain agreed performance targets and to meet the requirements of value for money and the relevant performance management and inspection regimes.
- 3.2. To ensure the service meets the Council's Customer First Standards.
- 3.3. To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers.

4. Financial Responsibilities

- 4.1. To adhere to Financial Regulations and Contract Procurement Rules.

5. Other Responsibilities

- 5.1. To ensure that all dealings with staff and the public are conducted within the Council's Equal Opportunities framework.
- 5.2. To comply with all relevant legislation to ensure effectiveness in the role.
- 5.3. To have regard for the duty of care of information (with particular reference to the Data Protection Act and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, Elected Members etc.
- 5.4. To create and maintain authentic, timely and reliable records in relation to your duties. To take due care and attention when gathering, recording and manipulating data and to have regard to guidance issued by the Council in connection with data management.
- 5.5. The job holder has a personal responsibility, whilst at work, to preserve and enhance health and safety. They must familiarise themselves with the health and safety aspects of their work and avoid contact which would put at risk the health and safety of themselves and other people including visitors, contractors and members of the public.
- 5.6. To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.
- 5.7. To be aware of and work in accordance with the councils safeguarding policies and procedures in order to safeguard and promote the welfare of children and adults at risk, and to raise any concerns relating to such procedures which may be noted during the course of duty.

Signed..... Manager Date.....

Signed..... Employee Date.....

Name **Employee**