

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Administration Officer	<b>Grade:</b> SO1
<b>Section:</b> Housing Area Team	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Senior Administration Officer	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> HA122, HA120, HA411, HD312, HA123, HA419	<b>Last review date:</b> June 2021

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

Responsible for the provision of effective and efficient administration, within a team providing housing management services to approximately 8000 properties.

#### Specific Duties and Responsibilities

1. First point of contact on a repairs reporting telephone line and raising remedial orders as required, often for emergency repairs. Liaising with contractors and colleagues to work efficiently, ensuring the correct contractor and job priority is given to ensure repairs are carried out promptly adhering to health and safety guidelines. Gathering all required information from Civica for the Deputy Area Housing Manager in relation to disrepair cases when required.

2. Follow the duty rota for the team (ASB, Voids, Out of Hours Emergencies and Post) whilst ensuring adequate cover of reception and telephones, maintaining the highest standard of customer care.
  - 2.1 ASB

Responsible for ensuring that incidents of ASB, DA and hate crimes are recorded in NEC and Civica, that appropriate legal notices and letters are issued in line with the council's policy and that strict timescales are observed, and where necessary ensure that cases are passed to the investigating officer without delay.
  - 2.2 Out of Hours emergencies

Deal with emergency and incident reports, updating records and ensuring orders are raised to contractors, as necessary. Cross referencing NEC and Civica to avoid duplication and ensure correct understanding of the events of an out of hours incident. Following up with tenants and informing Estate Managers of any urgent matters.
  - 2.3 Post

Responsible for managing correspondence via Civica, various shared mailboxes and complaints databases ensuring that they are administrated correctly providing accurate statistical returns. Monitoring consistency and accuracy across the team and ensures that acknowledgments are dispatched within corporate timescales.
  - 2.4 Voids

Terminating tenancies, accepting keys with vacant possession and co-ordinating void properties, ensuring NEC is integrated accordingly in relation to various property portfolios. i.e. Relet, sales and temporary accommodation properties. Liaising with the Building Maintenance team, contractors and tenants ensuring that protocols for void properties are followed correctly and in a timely manner to ensure maximum efficiency on void turnover.
3. Co-ordinating with Building Maintenance team, Allocations and applicants to ensure that offers are made, viewings are arranged, and sign-up appointments are upheld. Responsible for generating tenancy agreements, selecting correct notices for ending tenancies, if appropriate, and handing keys to new tenants.
4. Making sure that the sign-up procedure is followed in a fair and transparent manner and that outside agencies are in attendance if required, e.g. translators and care co-ordinators etc. Ensuring that the legal implications of signing a tenancy are explained fully to new tenants and that all legal documents are endorsed correctly.

5. Open and close reception and manage the public area, ensuring callers are dealt with professionally and courteously. Assists in the maintenance of a safe and healthy environment for callers and staff. Dealing with cash & card payment in respect of parking permit replacement, door entry keys and skips licences etc.
6. Responsible for the issue of all estate parking permits to residents in new and existing Traffic Management Orders (TMO), ensuring that the correct information is supplied and that appropriate records are maintained for audit purposes. Furthermore, if replacements permits are issued that the correct procedure is followed and if necessary, charges are levied.
7. Assist in the training of new administration officers including the use of all IT systems.
8. Co-ordinating and forming positive working relationships with other departments. e.g. Allocations, Rents, Support Services, Estate Services and other Area Teams thus ensuring that all aspects of the role of team administrator is customer centred.
9. Responsible for identifying rechargeable works, i.e leaseholder service charges and repair works that are the responsibility of the resident. Producing monthly invoices through the council's finance systems (Capita) ensuring that the correct coding structure is used therefore ensuring any monies due to the local authority are recovered. Collating supporting evidence for referral to Finance. Ensures that write backs and write-offs are dealt with accordingly.
10. Daily monitoring of the Housing Online (HOL) module within NEC ensuring all reported interactive repairs requests or inspections are actioned swiftly, that the residents receives a timely response thus ensuring that the widespread future use of HOL is encouraged.
11. Daily monitoring of personal task manager to identify new FFFT (Flexible Fixed Term Tenancy) processes. Complete and co-ordinate FFFT renewals ensuring all are completed within strict deadlines in relation to the end of current FFFT periods. Completing renewals and LA Core with tenants. Responsibility for retrieving all information relating to the review from SharePoint and uploading to document management system, Civica.
12. Assisting the Senior Administrative Officer in preparing Deeds of Assignment or Surrender and Grants for mutual exchanges. Updating NEC accordingly so appropriate actions are implemented, and correct legal notices are signed within strict timescales.
13. Routinely runs reports to monitor contractors' performance regarding orders over target date, disputes, and outstanding invoices. Ensuring all contractors'

invoices are logged and processed for payment. Checking administrative and arithmetical accuracy and dealing with queries and disputes.

14. Assist the management team in carrying out welfare checks as and when required. Alerting senior members of staff to possible breaches of tenancies i.e illegal sublets by tenants or upon investigation of clients' records. Also assist in the maintenance of Fire Safety records when required by senior staff and prepare gas safety inspection letters for Estate Managers to deliver, ensuring all systems are updated and arrange delivering of block/estate letters.
15. To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and the principles of safeguarding. Acting on this knowledge in relation to child protection and safeguarding in young people and vulnerable adults. To ensure that your line manager is made aware and kept fully informed of any concerns in relation to safeguarding and/or child protection.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Team structure**

*When advertising externally please add the current team structure here and remove the sentence above.*

## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Understanding and commitment to the Council's Equal Opportunities policies as they apply to service delivery.		Y	A + I
A good working knowledge of Excel, Word, Outlook, and the ability to learn other IT packages such as NEC and Netcall.	Y		A + I

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Experience of communicating effectively with members of the public and contractors, both face to face and via telephone.	<b>Y</b>		<b>A + I</b>
Experience of using and interrogating a computer system and to use IT products to organise and prioritise work.	<b>Y</b>		<b>A + I</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to liaise effectively and professionally with colleagues, the public and other agencies at all levels.	<b>Y</b>		<b>A + I</b>
Ability to be tactful, diplomatic, and flexible when communicating both in person and on the telephone.	<b>Y</b>		<b>A + I</b>
Ability to draft letters and reports.		<b>Y</b>	<b>A + I</b>
Able to work flexibly as part of a team.	<b>Y</b>		<b>A + I</b>
Ability to organise workload to meet constantly changing demands and deadlines, and work under pressure.	<b>Y</b>		<b>A + I</b>
Ability to carry out mathematical calculations, such as the calculation of percentages and provide basic statistical information.		<b>Y</b>	<b>A + I</b>
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**