**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title: Administrative Officer** | **Grade: Scale 6** |
| **Section: Support Services, Housing Management** | **Directorate: Housing & Regeneration** |
| **Responsible to following manager:****Principal Support Services Officer** | **Responsible for following staff:****N/A** |
| **Post Number/s: HA223, HD014, HD213, HD214, HD412, H3122 & HD516** | **Date: 9th August 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**

To provide administrative support across the engineering teams (heating, electrical and lifts) utilising the departments computerised housing management system, document management and other IT systems. Duties include assisting engineers, decision making and deputising for engineers in their absence.

**Specific Duties and Responsibilities**

1. Responsible to the Principal Support Services Officer (PO3) for the provision of comprehensive technical and administrative support to professional staff in all the engineering teams.
2. Deals with residents and the public generally by email, in writing, by telephone on a wide range of housing and related subjects including heating, lifts and electrical works, answering service queries and complaints, supporting, giving advice and guidance. Assesses vulnerable residents with tact, persuasion and sensitivity often dealing with challenging behaviour.
3. Sees residents face to face in reception, when required, on a wide range of issues.
4. In complex cases deals with other departments and various organisations such as estate managers, area housing managers and senior admin officers, maintenance contractors and senior Co-ops technical team, Home Improvement Agency, Social Services, liaises with the Council’s Medical Advisor.
5. Provide written responses to members enquiries.
6. Liaises with lift, door entry, heating and electrical maintenance contractors on a regular daily basis. Frequently requests contractors attendance on urgent jobs. Chases contractors and answers their queries with regards to the services they provide.
7. Make decisions daily which have a significant impact on the service provided to the residents and members of the public borough wide.
8. Carries out duties effectively and efficiently utilising detailed knowledge, skills and understanding of all the technical, professional, operational and specialist areas. Be able to deal with complex situations in the engineers’ absence across several disciplines of commercial and domestic heating, electrical- lightning protection, entrycall systems, Integrated Reception Systems, emergency lighting fire alarms, lifts, gas safety, sprinklers and also in administrating Concessionary Decorations Scheme.
9. Complete all administrative work for annual statutory gas safety checks. Ensures all letters are sent within the correct time scale and correct procedures followed, taking into account the legal implications and responsibilities. Ensures all updates are completed accurately and reports completed for monthly meetings. Ensures certificates have been competed correctly and if there are any inaccuracies return them to the contractor for correction. Ensures that copies of all gas certificates and action undertaken in all cases are stored securely and are accessible should a legal situation arise. Liaises with Business Transformation and Support Services Manager, Head of Heating Services and Principal Support Services Officer in regard to all outstanding services.
10. Assists area teams to proceed with gas safety forced entry, in liaison with estate managers and contractors providing all past communications to gain authorisation. Ensures contractors are available to gain access to the property and that properties serviced are updated promptly on the system.
11. Administer the Concessionary Decorations Assistance Scheme in accordance with laid down procedures and available funds, to include assessing applicant is eligible by checking and calculating rent arrears and liaising with Council’s Medical Adviser for ill health referrals
12. Issues repair orders to maintenance and specialist contractors ensuring accuracy of schedule coding. Makes appointments with residents as necessary under the repairs appointment scheme. Issues inspection requests in cases where repairs require pre-inspection.
13. Deal with emergency and incident reports, updating records and ensuring orders are raised to contractors as necessary. Produce and print notification letters to residents when an emergency situation has occurred advising them of urgent repairs that will have a direct impact on them, for example, heating, water boosters and lifts breakdowns. Liaise with the cleaning contractor to ensure they are able to deliver the letters.
14. Works on frequently changing and conflicting priorities due to the high volume of emergency calls and Joint Control Centre reports received regularly throughout the working day. Works under high pressure and multitasks as a routine effectively prioritising to meet strict deadlines.
15. Monitors contractors’ performance by producing periodical statistics regarding orders over target date, disputes and outstanding invoices producing reports and following up with appropriate action. Requests additional information of works and finished dates as well as, assisting with requests for time extensions for incomplete jobs outside of target dates.
16. Maintains the contract filing and document management system and assists engineers with day to day filing of contract information for all major work projects undertaken by the department taking great care when collating C-files as lack of the accuracy and integrity of contractual information can result in legal consequences for the Council.
17. Assists with the administration of vacant property processing and monitoring, ensures that the housing management system and all other relevant records are kept up to date and processed swiftly and accurately in line with procedures, particularly in relation to gas safety.
18. Check all invoices for accuracy ensuring the scheduled items on the order match those on the invoice and where this is not the case ensure appropriate variations are raised and approved or invoice disputed.
19. Ensure all contractors’ invoices are processed within the corporate time scales and oversees prompt payment. Checks for administrative and arithmetical accuracy and deals with queries and disputes. Ensures all relevant documentation is included and passes invoices to relevant staff for payment approval and certification. Monitors all orders for correct coding and where applicable charges to insurance.
20. Administer maintenance and service contract payments and keep records of them for audit purposes.
21. Scans all cleared invoices into Civica and retrieves same when required to answer audit, service charge and other enquiries.
22. Checks contractor statements, investigates cases of non-payment and cross checks with ledger for payment details.
23. Administers rechargeable works on occasions determining whether work should be rechargeable, collates supporting evidence for referral to the Resources Department. Processes credit notes write backs and write-offs as applicable and deals with associated enquiries accordingly.
24. Issues and sends Customer Satisfaction Questionnaires upon completion of works followed by a report highlighting statistics for heating, lifts and door entry contractor performance.
25. Carries out telephone post inspections and customer surveys and logs for completed works orders, also logs engineers post inspections following their surveyor visits. Accountable for recovering monies for repairs where residents are liable for callout charges and arranges for recharges.
26. Carries out service charge checks to ensure that orders are coded with the correct

finance codes.

1. Arranges for the ordering of specialist equipment as needed/directed. Issues orders for supplies and services ensuring the correct expenditure codes are used and best value for money obtained. Receipting goods and resolving discrepancies resulting from invoicing and payment issues using the Council’s procurement system.
2. Arranges engineers’ and contractor monthly meetings and any other meetings relevant to the section. Attends meetings when required and take and produce accurate minutes.
3. Carries out the distribution of post when received. Ensures that all correspondence is logged and acknowledged ensuring that standard responses are sent as appropriate, and the appropriate systems and databases are regularly updated.
4. Ensures all work is completed on-line and via the document management system aiming to keep use of paper to a minimum. Responsible for scanning and indexing of all documents received and quality checking to ensure all documents are scanned and legible. Carry out archive scanning as and when required.
5. Trains new staff within admin section on procedures and using the computer systems ensuring they fully understands all procedures and processes.
6. Undertakes other duties commensurate with the grade of the post.

**Generic Duties and Responsibilities**

1. To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
2. To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
3. 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
4. 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.
5. To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
6. The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

1. Must be available to cover the teams duty rota from 9.00am to 5pm.
2. Undertakes available training opportunities and shows a commitment to continuous development, maximising potential and ensuring the efficient delivery of Council services, and participating in the staff development and appraisal scheme.

**Current team structure**

**Person Specification**

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**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge**  |
| 1. A knowledge and understanding of ordering works and services and invoicing processes.
 | A & I |
| 1. An understanding and commitment to the Council’s Equalities policies and an awareness of the Council’s safeguarding requirements.
 | A & I |
| **Experience**  |
| 1. Experience of general administrative duties maintaining general office and electronic records.
 | A & I |
| 1. Experience of communicating effectively with the public and contractors over the phone, via email, in person and in writing including drafting non standard letters, emails and memorandums.
 | A & I / T |
| 1. Experience of using and interrogating various IT systems including, Microsoft Office, particularly Word and Excel.
 | A & I |
| 1. Experience of managing and being responsible for an individual workload.
 | A & I |
| **Skills**  |
| 1. Must be tactful, diplomatic and flexible when communicating with the public, members and senior managers at all levels within the Council
 | A & I |
| 1. Ability to work flexibly one your own without supervision and as part of a team
 | A & I |
| 1. Ability to prioritise high volume workloads to meet constantly changing demands and deadlines continually working under pressure.
 | A & I |
| 1. Numerate with the ability to process and calculate large amounts of data and carry out mathematical calculations, such as percentages.
 | A & I / T |
| 1. Ability to quickly understand new processes and procedures and be able to train others in these skills.
 | A & I / T |
| **Qualifications**  |
| None |  |

 These values and behaviours will be developed further as the SSA becomes established.

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**

1. [↑](#footnote-ref-1)