

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Technical Maintenance Support Officer	<b>Grade:</b> PO1
<b>Section:</b> Allocations and Provision	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Property Manager Deputy Property Manager	<b>Responsible for following staff:</b>
<b>Post Number/s:</b> RWH5022	<b>Last Review Date:</b> Sept 2020

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

### **Job Purpose**

Responsible for the provision of a support role to the Senior technical Maintenance Office and Property Management Officers across all forms of directly managed temporary accommodation.

### **Specific Duties and Responsibilities:**

- 1) To assist the Senior Technical Maintenance officer in carrying out void inspections on vacant properties and raising repairs on the NPS system.
- 2) To assist the Senior Technical Maintenance Officer in the monitoring of voids contractors ensuring that works are carried out within specified timescales.
- 3) To assist the Senior Technical Maintenance Officer with the post inspection of void temporary accommodation properties to ensure that works have been carried out to a consistent high standard.
- 4) To raise day to day repairs on the NPS system as required and assist with the duty telephone cover for both Richmond and Wandsworth.
- 5) To co-ordinate the return of keys for temporary accommodation tenancies ensuring end of tenancy paperwork is completed and the NPS system is updated. To ensure that the keys are delivered so that the void process is not delayed.
- 6) To monitor and assist with the completion of post inspections and variations on the NPS system.
- 7) To monitor NPS void reports and ensure that appropriate action is taken in a timely manner.
- 8) To raise confirmation orders for out of hours repairs when the reports are submitted by the area team.
- 9) To respond to correspondence within the timescales laid down corporately and provides report for the Property Manager/ Deputy Property Manager as required
- 10) Must be prepared to work in either Borough, as and when directed.

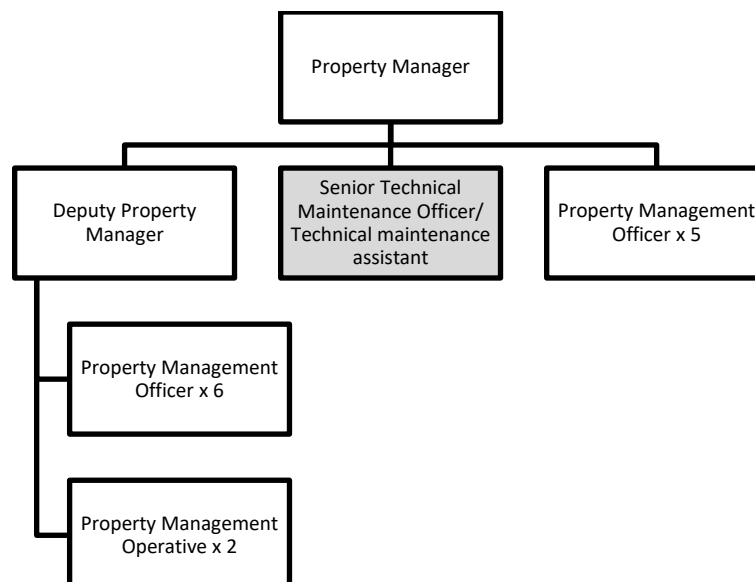
### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- 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.

### Additional Information

### Team structure



For the current structure please go to The Loop.

## 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 Richmond & Wandsworth Better Service Partnership 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
Knowledge of property maintenance in residential accommodation.	A/I		A/I
Good knowledge of building maintenance and ability to recognise and identify simple repairs		A/I	A/I
A good working knowledge of Excel, Word and Outlook and the ability to learn other IT packages	A/I		A/I
Knowledge of HHSRS and how to identify health and safety issues		A/I	A/I
Experience	Essential	Desirable	Assessed

Experience of working in a front line, stressful environment	A/I		A/I/T
Experience of working on your own, with minimal supervision		A/I	A/I
Experience of carrying out technical, property inspections		A/I	A/I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to prepare detailed specifications and estimates for repair work.		A/I	A/I
Ability to prepare reports and correspondence on building and repair issues		A/I	A/I
Ability to interrogate computer systems	A/I		A/I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**