

Job Profile comprising Job Description and Person Specification

Job Description

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| Job Title: Operational Support Officer | Grade: Scale 5 – 6 |
| Section: DSO Support | Directorate: Environment and Community Services |
| Responsible to following manager: DSO Support Supervisor | Responsible for following staff: N/A |
| Post Number/s: TBC | Last review date: April 2025 |

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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 to a Support Supervisor to provide essential technical and administrative support for Operational Services within Highways and the Direct Services Organisation (DSO) with a focus on building maintenance and construction works. Reporting to a Support Supervisor and working collaboratively within a team, the role involves managing enquiries, booking jobs, processing invoices, varying jobs, and schedule appointments for contract supervisors.

Specific Duties and Responsibilities

1. As the primary point of contact for our DSO support and Building Maintenance call groups, you will engage directly with tenants and the housing department to schedule appointments or redirect calls to the appropriate service areas. You will also work closely with the building maintenance supervision teams to ensure seamless collaboration and efficient service delivery.
2. Schedule appointments for contract supervisors and collaborate closely with the building maintenance supervision teams.
3. Undertakes routine analysis of management information, including monitoring of hours worked, outstanding job orders, invoices and providing the management team with information as required.
4. General support to the area team supervisors and other tasks can include timesheets, materials and orders checking, contact and guidance to operatives.
5. Monitoring operatives' daily work on the system to ensure correct processes are followed and closed for the end of the day.
6. Assisting Contract Officers to apply relevant Schedule of Rates for works carried out and willing to learn various trade descriptions.
7. Interrogates IT systems such as: ROCC / Confirm / Integra for reports, enquiries, and logging data accurately in accordance with the relevant departments requirements.
8. Deals with routine correspondence, telephone and email enquiries from other departments, members of the public, contractors, suppliers and other statutory bodies and local authorities as requested.
9. Undertakes technical, administrative, financial support functions & general office administration for the above areas including responding to general telephone enquiries, invoicing, and collecting income.
10. Updating information with variation requests and statuses on system Orders raised to the DSO (Direct Services Organisation) in relation to Footway & Carriageway works, Housing Repairs.
11. Financial reconciliation of data and documents for payment of invoices to third party suppliers and contractors.
12. Maintains an up-to-date knowledge of all legislation which is relevant in the team and liaises with the Support Supervisors regarding complex queries.

13. Undertakes additional duties which may include secretarial assistance to senior managers, arranging meetings, pursuing debts, completing returns and supervision filing and / or professional technical work of a complex nature. Minute taking at meetings and distribution. Organises and collates documents for presentation to senior management.
14. Provides necessary supporting documentation and assists with the recovery of income for Highways Operations and the DSO (Direct Services Organisation) for areas which include Building Maintenance, Highway Repairs & Sign Shop invoicing.
15. Responds to requests relating to a range of highway status information and the use of the highway from other departments in the Council and external enquiries.
16. Responds to requests relating to a range of highways status information and the use of the highway from other departments in the Council and external enquiries.
17. Undertakes any other duties within the general scope of the post as required by the DSO Support Supervisor, the Finance Systems Manager & other DSO Service Heads.

Additional duties for Scale 6

18. Responsible for maintaining all the security requirements for the team, archiving and the production of monthly statistics as directed by the Finance and Systems Manager.
19. Possess comprehensive knowledge and understanding of Housing Repairs methods with the ability to manage the variation and invoicing tasks and targets set within a team.
20. Undertakes more complex analysis of management information, including report building, presentation of information to management.



21. Responsible for leading specific work areas e.g. leading on a project involving several team members, for the development and management of specific administrative or information systems in these areas, and for training other staff on these systems.
22. May be required to supervise more junior and temporary staff as required. Provides and / or arranges training for these staff or staff elsewhere in the Council relating to areas of responsibility.

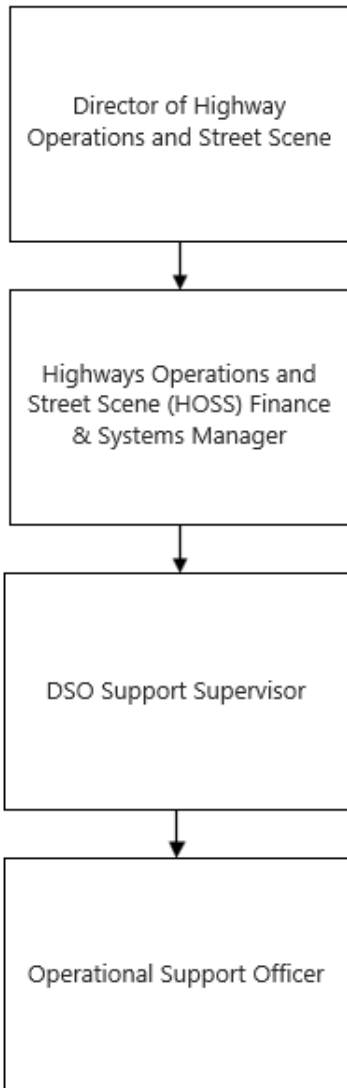
Generic Duties and Responsibilities

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

May be required across both sites i.e. Richmond and Wandsworth.

Team structure



Person Specification

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|---|--|
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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 |
| Understanding of designing spreadsheets and using them for analysis and reporting | | X | I |
| Working knowledge of reviewing and maintaining record keeping systems and processes | X | | I |
| Knowledge of how to maintain accurate financial records and follow financial business procedures | | X | A/I |
| Good working knowledge with using Microsoft applications such as Excel, Outlook, Word & PowerPoint to design spreadsheets and maintain records | X | | A |

| | | | |
|--|------------------|------------------|-----------------|
| Proven working knowledge on building maintenance and construction works | | X | A/I |
| Experience | Essential | Desirable | Assessed |
| A strong background in customer service or similar, particularly in engaging with members of the public through public-facing or telephone interactions. | X | | A/I |
| Experience in technical, administrative, financial support functions & general office administration for responding to general telephone enquiries, invoicing, and collecting income | X | | A/I |
| Experience of undertaking financial calculations including reconciliations | | X | A/I |
| Effective oral and written communication skills to interact with members of the public, staff and senior management | X | | I |
| Experience of using an accounting software system to input transactions and generate reports | | X | A/I |
| Experience of effectively organising and managing own workload with minimal supervision | X | | I |
| Experience of being flexible and adaptable to meet the business needs | X | | I |
| Experience of being an effective team player and working independently | X | | I |
| Skills | Essential | Desirable | Assessed |
| Excellent customer service skills and a strong telephone manner, with the capability to handle difficult situations effectively | X | | A/I |
| Ability to produce accurate work particularly when dealing with tasks simultaneously | X | | I |
| Ability to interrogate computer systems and produce management reports | | X | I |
| Qualifications | Essential | Desirable | Assessed |
| | | | |

A – Application form / CV

I – Interview

T – Test

C - Certificate