**Job Profile**

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| **Provisional Job Title:** **Administration Officer (Technical)** | **Grade**: **SO2/ PO1 – career grade (provisional – subject to JE)** |
| **Section:** **Area Housing Team** | **Directorate:** **Housing & Regeneration** |
| **Responsible to:****Building Maintenance Manager** | **Responsible for:****n/a** |
| **Post Numbers:****4 posts to be newly designated** | **Date:****February 2023** |

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

This role is employed under the Shared Staffing Arrangement (SSA) between Richmond and Wandsworth Councils. The overall purpose of the SSA 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 SSA 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:**

The postholder will efficiently administer the technical aspects of the work of the area housing team, coordinate the preparation of void properties for re-letting, the handling of formal disrepair claims and other priority matters, inspecting homes to identify any defects, instruct contractors as applicable and oversee the repairs process.

**Specific Duties and Responsibilities:**

1. Will manage the sign-up/ viewing process for void properties in its entirety, liaise with contractors, fully updating the ‘void path’ within the IT property management system (NEC), and act as a single point of contact for the prospective tenant to provide continuity. Liaises with officers, contractors, and incoming tenants to ensure that protocols for voids processing are correctly and consistently applied to ensure that works are satisfactorily completed and to minimise delays.
2. Acts as the first point of contact for residents to report repairs by telephone. Will raise works orders from the Schedule of Rates, often for urgent matters. Liaises as necessary to secure the most effective outcomes, selecting the appropriate contractor and job priority. Monitors and approves additional works including variation requests and time extensions as applicable. Checks and validates invoices and post-inspects works to maintain quality and ensure timely payment of invoices.
3. Acts as an interface between the area housing team’s administration and building maintenance sections, providing reception/ telephone cover as necessary, while developing and sustaining positive working relationships with other Council sections and contractors to maintain customer focus.
4. Gathers and analyses information from the NEC property management and CIVICA document management systems for the Building Maintenance Manager/ Deputy Area Housing Manager in respect of formal disrepair claims and other priority cases and as directed:
5. prepares a full disclosure file for checking by the Deputy Area Housing Manager for referral to the Council’s solicitor or other agency in case of formal disrepair.
6. to assist in issuing and be responsible for monitoring disrepair job orders to completion/ post-inspection.

and

 c) to profile general disrepair (e.g., the incidence of damp and mould) within a particular block or estate so that surveys may be undertaken, an effective response provided, and preventative measures taken.

1. As directed, will assist the Building Maintenance Manager in preparing referral forms (C1 procedure) for major works schemes on the estates, gathering all relevant particulars to inform the specification and draw up an estimate of cost.

1. Will assist with leasehold consultation in relation to complex repair matters, keeping accurate records and monitoring progress to the point of satisfactory completion.
2. Will arrange and take minutes at contract meetings for the Building Maintenance Manager.
3. Assist in the training of newly appointed front facing officers over the technical aspects of their role including the use of relevant IT systems.
4. Routinely monitor the Housing Online (HOL) module within NPS, ensuring all interactive repair requests or inspections are actioned promptly and a timely response provided to promote the wider use of HOL.
5. As directed by the Building Maintenance Manager, assists in undertaking surveys where the Council may be re-purchasing a property which has previously been sold.
6. Routinely runs reports to monitor contractor performance regarding orders which have exceeded their target date, variation orders, post-inspections, disputes, and outstanding invoices. Ensures all contractors’ invoices are logged and processed for payment. Checks administrative and arithmetical accuracy and deals with queries.
7. Assists in the maintenance of fire safety records as required, ensuring systems are updated as applicable.
8. To be fully aware and understanding of 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 of young people and vulnerable adults. To ensure that the line manager is made aware and kept informed of any concerns over safeguarding and/ or child protection.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive, and welcoming environment where everyone is treated with dignity, their identity and culture valued and respected.
* To understand the Council’s duties and responsibilities for safeguarding children, young people, and adults as they apply to your role within the council.
* 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**

This is a career graded post which for the right candidate, offers a potential route into the Building Maintenance Inspector position.

Progression through the linked grades is not automatic, but dependent on the level of responsibility, complexity of the role, skills, experience, and the needs of the Service, supported by a business case from the line manager.

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| **Responsible to:****Building Maintenance Manager** | **Responsible for: n/a** |
| **Post Number/s:** | **Date: February 2023** |

**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:

* Taking responsibility and being accountable for achieving the best possible outcomes – A ‘can do’ attitude to work.
* Continuously seeking better value for money and improved outcomes at lower cost.
* Focussing on residents and service users and ensuring they receive the highest standards of service provision.
* Taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** A – Application Form, I – Interview, T – Test, C – Certificate | **Assessed by**: A & I/ T/ C |
| **Knowledge** |
| Understanding of, and commitment to the Council’s Equal Opportunities policies as they apply to service delivery. | A&I |
| A good working knowledge of Excel, Word, Outlook, and the ability to learn bespoke IT packages. | A, I & T |
| **Experience** |
| Experience of using and interrogating a computer system and using IT products to organise and prioritise work. | A&I |
| **Skills** |  |
| Ability to communicate effectively with members of the public and contractors, both face to face and over the telephone. |  A&I |
| Ability to understand the demands of housing management in relation to building maintenance in a social housing setting. | A&I |
| Ability to prepare objective reports and correspondence on buildings and technical repair issues within set time scales. | A&I |
| Ability to identify condensation, dampness, and water ingress in residential property.  | A&I |
| Ability to draft letters, minutes and reports. |  A&I  |
|  |  A&I |
| Able to work flexibly as part of a team. |  A&I |
| Ability to organise workload to meet constantly changing demands and deadlines, and work under pressure. |  A&I |
| Ability to carry out mathematical calculations, such as the calculation of percentages and provide basic statistical information. |  A&T |
| **Qualifications**  |
| No formal qualifications necessary.  |  |

1. These values and behaviors will be developed further as the SSA becomes established. [↑](#footnote-ref-1)