



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Administrative Officer	Grade: Scale 6
Section: Housing Management Division	Directorate: Housing & Regeneration
Responsible to following manager: Senior Administrative Officer	Responsible for following staff: None
Post Number/s: HA410	Last review date: October 2016

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

1. Responsible to the Senior Administrative Officer (PO1) to provide administrative support to the area housing team, utilising the departments computerised housing management system and other IT systems.
2. Deals with residents and other members of the public in a professional and effective manner of a wide range of issues by way of personal interview in reception, by phone or in writing.
3. Deals with emergency and incident reports, updating records and ensuring orders are raised to contractors as necessary.
4. Handles cash and cheques received for parking permits, entry phone keys/fobs and



other miscellaneous items ensuring that correct procedures are followed.

5. Assists in co-ordinating attendance at evictions, liaising with estate managers, contractors, finance department officers and County Court staff. Ensures contractors are available to gain access to the property and that properties are secured.
6. Issues repair orders to routine 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.
7. Assists with the routine monitoring of contractors' performance regarding orders over target date, disputes and outstanding invoices.
8. 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. Assists in the preparation of monitoring reports as required.
9. Assists with the administration of vacant property processing and monitoring, ensuring that the housing management system and all other relevant records are kept up to date and processed swiftly and accurately in line with procedures. Arranges appointments for prospective tenants to view vacant property. Carries out tenancy sign ups, liaising with the lettings department and Housing Associations as necessary. Prepared deeds of assignment for mutual exchanges ensuring all documentation is present and correct. Advise tenants on responsibilities with tenancy conditions and services to blocks and estates. Refers all cases to rent arrears, collection of garages/store sheds vacation notice and keys are passed onto the correct section. Prepares all tenancy packs for new tenants.
10. As part of the sign up procedure of new tenants will ensure that Housing Benefit claims are received and checked and that the tenant is advised on arrangements for the payment of rent. Will receive and verify documentation for the purposes of processing HB claims and will deal with routine benefit enquiries liaising with Director of Finance staff as appropriate.
11. Will collect statistical information from prospective tenants to ensure that the Council can comply with its commitment to LACORE (a government lead initiative to collect research data on new tenants across the country)
12. Ensures that all contractors' invoices are logged and processed for payment. Checking administrative and arithmetical accuracy and dealing with queries and disputes.
13. Processes reports generated by Wandsworth Emergency Control regarding anti-



social behaviour and updates the anti-social database as appropriate. Sends letters as directed to perpetrators and complainants.

14. Responsible for the administration of rechargeable work on occasions determining whether work should be rechargeable and collating supporting evidence for referral to Finance. Ensures that write backs and write-offs are dealt with accordingly.
15. Prepares gas safety inspection letters for Estate Managers to deliver ensuring all systems are updated and arranges delivering of block estate letters.
16. Assists with training all new members of staff on using the computer system(s) ensuring they fully understand all procedures.
17. Observes the repairs appointments system and ensuring that contractors make and comply with repair appointments and that this information is relayed to the resident.
18. To be fully aware of and understand the duties and responsibilities arising from the Children Act 2004 and working together in relation to child protection and safeguarding children and young people as this applies to your role within the Council. To be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
19. Undertakes other minor duties commensurate with the grade.

This job description is written in the form used for grading posts. It is not intended to be an exhaustive or final statement of the duties required of any particular post or post holder. Any proposal to change the job description will first be the subject of consultation with the post holder, who may seek the advice

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 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 position is a 6-month fixed term contract.

Person Specification

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Our Values and Behaviours

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.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
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 other IT packages such as NPS.	A, I & T
Experience	
Experience of communicating effectively with members of the public and contractors, both face to face and on the telephone.	A & I
Experience of using and interrogating a computer system and to use IT products to organise and prioritise work.	A & T

Skills	
Ability to liaise effectively with colleagues, the public and other agencies at all levels.	A & I
Ability to draft letters and reports.	A & T
Ability to be tactful, diplomatic and flexible when communicating both in person and on the telephone.	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
Ability to liaise effectively with colleagues, the public and other agencies at all levels.	A & I
Qualifications	N/A
Not Applicable	

A – Application form / CV

I – Interview

T – Test

C - Certificate