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## Job Description

<b>Job Title: Senior Administrative Officer</b>	<b>Grade: PO1</b>
<b>Section: Support Services, Housing Management</b>	<b>Directorate: Housing &amp; Regeneration</b>
<b>Responsible to following manager: Business Transformation and Support Services Manager</b>	<b>Responsible for following staff: HA223, HD014, HD213, HD214, HD412, H3122 &amp; HD516</b>
<b>Post Number/s: HC134</b>	<b>Date: 21<sup>st</sup> March 2018</b>

### 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 Business Transformation and Support Services Manager (MG3) to manage the administrative support and comprehensive information and payments for the reactive maintenance services across the engineering teams (heating, electrical and lifts) utilising the departments computerised housing management system, document management and other IT systems.

### Specific Duties and Responsibilities

2. Deals with residents, members of the public, contractors, senior managers, members, outside agencies and other departments both verbally and in writing on



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a wide range of housing and other related subjects. Resolves queries, gives advice and guidance as required.

3. Manages and supervises a team of 6.5 Administrative Assistants in addition to agency staff and work placements as required, giving expert advice and guidance. Directly responsible for the recruitment and training of new and existing administrative staff in all procedures including housing management, financial IT systems and local and bespoke databases. Also provides training for engineers within Support Services on a variety of issues.
4. Is the manager responsible for all staff administrative functions including authorising annual/ flexi leave, sickness ensuring that all required actions have been followed including the issuing of formal letters and holding meetings in accordance with the Absence Code, the authorising of additional hours/ overtime and agency staff timesheets ensuring the correct expenditure codes have been used. Undertakes routine supervision and one to one appraisals, setting targets and assessing performance under the Council's performance related pay scheme. Also responsible for the processing of all flexi sheets ensuring that the rules of the scheme have been adhered to.
5. Ensures that the financial commitment systems are updated and that all procedures in relation to the end of year liabilities are enacted. Also ensure that any liabilities are set up for the following year and resolved promptly.
6. Ensure all orders raised for supplies and services for Support Services follow the correct procurement procedure and highlight any queries. Ensuring these are coded to the correct expenditure code, best value for money obtained and in accordance with procurement guidelines and then the authorisation of such orders and the subsequent payment process.
7. Responsible for the efficient operation of the computerised repairs ordering system and interrogating the creditors system where necessary, adheres to all appropriate repairs and payment procedures and ensures that procedures are in accordance with Council policy, codes of conduct and Audit guidelines. Liaises with staff and contractors to ensure compliance with the contract specification and issues memos and letters where necessary.
8. Responsible for liaising with the corporate communications team and checking telephone bills using the BT site in regard to boiler house, door entry and lift monitoring systems highlighting any discrepancies. Ensures bills are then broken down to the individual lines using the correct allocation code, enabling the correct service charge element to be levied on the Council's leaseholders. Completes journals with correct codes and then uploads into the ledger.



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9. Responsible for checking annual service charge reports before the accounts are released to leaseholders. Corrects any miscoding enabling the correct service charge element to be levied. Resolves service charge enquiries from leaseholders and provides breakdowns of charges through the investigation of financial and repair history records. Where needed, complete service charge adjustment forms.
10. Responsible for the administration of rechargeable work, determining whether work should be rechargeable, collating supporting evidence and interfacing with the Council's computerised accountancy and debtors systems. Ensures that write backs and write-offs are dealt with accordingly. Responds to verbal and written queries from residents and Central Finance Transactional Services Client side section.
11. Responsible for ensuring all appropriate orders are coded to insurance, minimising spend on the Housing Revenue Account and providing all associated paperwork and supporting evidence if required.
12. Monitor correspondence providing accurate statistics for inclusion in the Department's Committee Report with regards to complaints. In addition progress chases, respond to written complaints, being aware of the different procedure when dealing with correspondence from MP's, and ensure all necessary actions are taken in accordance with set procedures.
13. Creates administrative procedures that are incorporated into Saffron and day to day administrative tasks and participates on project work for the department on matters of policy and procedure and the implementation of change
14. Input information on the housing management computer system and remain conversant with developments in information technology. Maintain excellent IT skills and arrange relevant IT training for the team and engineers as necessary.
15. Ensure best use of council money, and preventing leaseholders from being wrongly charged, by inputting defect liability information on Saffron preventing orders being raised to maintenance contractor when works covered by guarantee.
16. Co-ordinates, monitors and authorises the budget for the Concessionary Decorations Assistance Scheme ensuring all applications are processed in accordance with laid down procedures and guidelines.
17. Responsible for the creation and monitoring of contractors performance reports for Support Services, liaising with staff and contractors to ensure compliance with the contract specification and taking action as required to ensure best service and that contracts are adhered to. This includes reports with regards to late finishes and issue defaults as per the terms of the contract ensuring the council receives monies back when a contractor has not performed as per the contract.



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18. Certifies payments to contractors up the value of £5,000 ensuring administrative and arithmetical accuracy and that all associated paperwork is included and that the procurement process has been adhered to. Also ensuring all orders have been coded correctly and where applicable charged to insurance/ recharged.
19. Authorises the daily certification document ensuring all expenditure codes used are correct and then forwarding to Central Finance Transactional Services to process the payments and resolving any subsequent queries which may arise. Also authorises all sundry and non-sundry payments ensuring accuracy, validity and correct expenditure codes used.
20. Ensure, where possible, all work is completed on-line and via the document management system aiming to keep use of paper to a minimum. Responsible for ensuring all of Support Services documents/ invoices are scanned and indexed correctly and the retrieval of such documents if required.
21. Responsible for maintaining a safe and healthy working environment for all staff including the completion and return of the quarterly Health & Safety report to Business Support. Completes risk assessments and ensures Health & Safety practises are adhered to, reporting concerns as required.
22. Assisting with all audit checks of contracts providing reports/ information and any supporting information, and then, if applicable, carrying out any remedial action which may arise in the agreed action plan.
23. Assist with any Freedom of Information requests and queries from Solicitors providing all required reports and supporting information within the required timescales.
24. Responsible for the issuing, collating and recording of all Customer Service Questionnaires for Support Services providing accurate statistics to be included in the Top Line indicators and area panel performance reports.
25. Manages all the administrative work for annual Gas Safety Inspections for the councils housing stock is completed within statutory timescales and correct procedures followed taking into account the legal requirements and implications. Provides monthly reports to the senior management team and if required provides a report of all action taken for any outstanding cases. Also provide accurate monthly statistics to be included in the Top Line indicators and area panel performance reports.
26. Responsible for dealing with all payment queries which may arise, from contractor/ supplier or internal, investigating problem, ensuring correct expenditure, cross



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checking with ledger and taking all necessary action to resolve including the production and uploading of a journal if payments have been incorrectly coded in the ledger.

27. Assist Senior Engineers with the management of their contracts providing any reports and supporting information when required, and attending contract meetings and pre contract meetings to clarify administrative issues explain our procedures and requirements and ensure the contractor understands all administrative requirements. Assist with the training of all on-line contractors, explaining the implications of their actions on the system in line with the terms of the contract.
28. Ensure the section's VO's are processed promptly and when necessary chase Senior Engineer's with regards to any outstanding Variation Requests for their section, and where applicable explaining the implication of the VO in terms of the contract.
29. Provide support, training and guidance to all engineers with regards to administrative functions, IT systems and guidelines.
30. Produce reports of all Support Services invoices becoming due for payment, and take all necessary action to ensure all are passed for payment (or disputed if applicable) within the corporate timescales. Ensures that the volume, regularity and quality of invoice checking is in accordance with audit guidelines. Gives advice, guidance and instructions as necessary to overcome difficulties.
31. Take part and complete minutes for the senior managers team meetings and any other meetings relevant to the section as and when required.
32. Produce weekly reports to ensure that payment details of invoices have been transferred into Saffron. If any remain investigate and resolve by checking if the payment has failed or by obtaining the payments details from the creditors system and entering into Saffron manually.
33. Take all necessary action to ensure post inspection levels by the section meet corporate targets.
34. Undertakes other duties commensurate with the grade of the post.

#### **Generic Duties and Responsibilities**

35. To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.



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36. To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
37. 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
38. 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.
39. To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
40. 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.

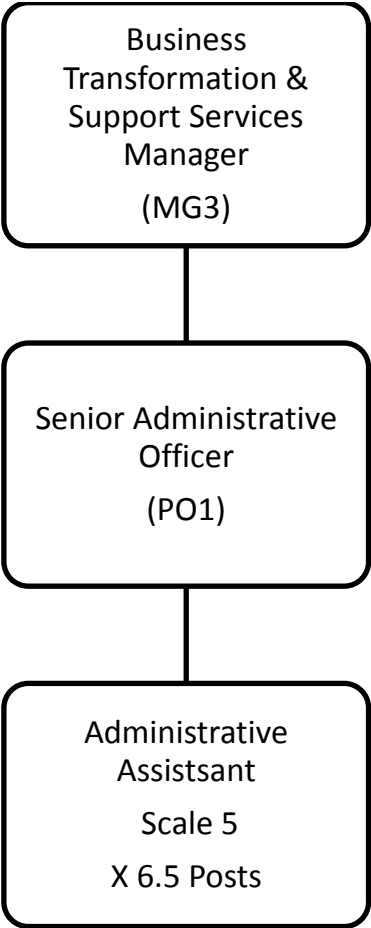
#### **Additional Information**

41. 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.



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**Current team structure**





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## Person Specification

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<b>Post Number/s: HD134</b>	<b>Date: 1<sup>st</sup> February 2017</b>

### Our Values and Behaviours<sup>1</sup>

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.

<b>Person Specification Requirements</b>	<b>Assessed by A &amp; I/ T/ C</b>
<b>A – Application form I – Interview T – Test C – Certificate (original evidence)</b>	
<b>Knowledge</b>	
1. A wide ranging knowledge and understanding of procurement of goods and services and financial reconciliation	A & I
2. A knowledge and understanding of service/maintenance contracts	A & I
3. An understanding and commitment to the Council’s Equalities policies and an awareness of safeguarding issues.	A & I
<b>Experience</b>	





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4. Experience of communicating effectively with the public, contractors, senior managers and members over the phone, via email, in person and in writing and dealing with complex issues.	A & I / T
5. Experience of using and interrogating a wide range of IT systems including databases and Microsoft Office	A & I
<b>Skills</b>	
6. Demonstrate the ability to manage a team of administrative staff in a high pressured environment	A & I
7. Has a commitment to ensure work is organised and produced to a consistently high standards in order to meet changing deadlines and to work under pressure and unsupervised for periods of time	A & I
8. Excellent planning and organisational skills	A & I
9. Ability to analyse and interpret complex financial data	A & I / T
<b>Qualifications</b>	
None	

<sup>1</sup> These values and behaviours will be developed further as the SSA becomes established.