

## ***Job Description***

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|-------------------|--|-----------------|---|
| <b>Post title</b> | Operational Support Officer              | <b>Grade</b>    | C |
| <b>Department</b> | Operational Support – Housing Operations | <b>Post ref</b> |   |

### **Overall job purpose**

Provide a customer focused repairs call handling service, addressing repair requests, and providing advice to customers via telephone and digital platforms.

Provide an efficient and effective administrative service in support of the Housing Repairs and Maintenance Sections.

### **Reporting relationships**

**Reports to:** Team Leader – Operational Support

**Responsible for:** Not applicable

### **Key tasks and responsibilities – post specific**

To work as part of a team as the first point of contact for customers accessing Council services in person, over the telephone or digitally, providing a customer focused service using initiative and problem-solving skills. Taking responsibility for resolving queries or taking appropriate action.

Receiving, recording, diagnosing and prioritising enquiries, including repairs orders, operating a repairs appointment system, working in a Repairs Call Handling Centre and making arrangements for home visits.

Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day to day activities.

Effectively communicate in a customer care environment including introducing yourself to customers, explaining your role and ensuring satisfaction upon completion of service delivery.

To develop and maintain good working relationships with tenants, leaseholders, residents and service users to actively promote the provision of high quality services.

Maintaining an effective and efficient data filing and management information system including inputting and retrieving statistical information, programmes of works, spreadsheets, etc.

Liaise with Suppliers and Sub-contractors to order, store and issue materials in accordance with the relevant processes.

Processing of orders and invoices on behalf of the Authority in accordance with the relevant procedures.

Undertake a range of general administrative duties such as, filing, writing letters of a basic and routine nature, the completion and circulation of minutes etc.

Responsible for dealing with customers, visitors and outside agencies.

Deal with routine face to face and telephone enquiries including requests for general information.

To maintain an effective service, understanding and competently using the digital systems employed within the Council.

Handling of telephone payments for Home Improvement scheme

Provide advice and guidance to tenants in relation to repair and maintenance matters.

### Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Work effectively with all departments of the Council to ensure the delivery of quality services.

### Employee signature

*This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.*

**Employee signature:**

**Date:**