



Job Description

| | | | |
|------------|--|----------|-------------------------|
| Job title | Resource and Information Officer | Hours | 37 hours |
| Department | Housing Technical Services | Salary | SK8 (£27,465 per annum) |
| Location | Council Offices/Works Depot/ Home Working | Contract | Permanent |

Main Job Purpose

To provide a high-quality customer focused administrative support service within the Technical Services Team. Supporting with financial process, communications with tenants and assisting with contract meetings.

The role is vital to ensure that business support is in place to support the Technical Services team to ensure quality services are provided to our customers and payments are made in accordance with the Financial and Procurement rules.

This role will assist with performance reporting from systems and coordinate tenant satisfaction surveys, disrepair claims and complaints responses.

This role is not politically restricted.

Main Statement of Responsibilities

- Assist with procurement of new contractors and suppliers and maintain a register of contracts and ensure that professional registrations and insurances are monitored and up to date.
- Ensure that checks on new contractors have been undertaken, ensuring that all paperwork is received and key documentation is in place prior to any works orders being released.
- Establish robust financial processes for contractor applications and invoice checking, processing and ensuring that payments are made in a timely manner.
- Process orders and invoices as required by the Technical Services Team.
- Manage invoices on a weekly/monthly basis ensuring that contractors and suppliers are paid on time.
- Ensure preparation of payments for sign off by responsible authorising Officers.
- Carry out reconciliation of previous payments to ensure that payments are not duplicated and match application and claimed values.
- Resolve payment queries and ensure follow up actions are taken.
- Coordinate complaints responses working closely with Managers across Technical Services to ensure compliance with the Council's complaints policy and procedures and ensuring responses meet quality requirements and are sent out on time.
- Coordinate disrepair claims to ensure satisfactory resolution for all parties.
- Coordinate the tenant satisfaction process on behalf of the Technical Services team ensuring survey are sent out on completion of works and results are available to the team for contract management purposes and reporting.
- Receiving telephone calls, emails and general enquiries from tenants and internal and external bodies.
- Support teams to maintain up to date information on our IT systems.
- Provide administrative and contract administration support in Housing Technical Services.



- Oversee the resident permissions process collating information for the Technical services team and responding to residents in accordance with policies and procedures.
- Contribute to the councils' corporate goals and all relevant strategic goals and objectives.
- Promote a customer focused service across the team to create a culture of accountability and ownership.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Manages time effectively and delivers against agreed objectives
- Communicates clearly using straightforward language
- Able to work with others to get the job done well
- Able to challenge the norm and find ways to improve
- Excellent negotiation skills with internal and external customers and suppliers
- Evidence of continuous learning
- Take personal responsibility for own work and focus on solutions and action to ensure agreed objectives are met
- I.T literate (Microsoft Office)
- Experience in Financial /Budget Services

Desirable

- Experience in a Local Authority Environment
- Experience in a Customer Service Environment
- Respond to customer's needs and learn from feedback to improve the customer experience

Relevant Qualifications

Essential

- Good basic standard of education (minimum 4 GCSE's) including Maths and English or equivalent qualification, or appropriate previous experience in a similar role.

Communication and Interpersonal Skills

Essential

- Communicates clearly using straightforward language in different formats
- Accurate use and recording of data
- Ability to use initiative to resolve problems and customer enquiries
- Ability to adopt an ordered, systematic and thorough approach to work tasks and record-keeping
- Flexibility in terms of hours and duties



- Ability to work as part of a team

Desirable

- Willingness to undertake further training