



## Job Description

Job title	Senior Resource and Information Officer	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	SK12 (£37,467 per annum_
Location	Council Offices/Works Depot/ Home Working	Contract	Permanent

### Main Job Purpose

Supervision of a small team providing administrative, budget and financial monitoring and support to the Technical Services team.

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 be responsible for overseeing performance reporting, tenant satisfaction surveys, coordinating disrepair claims and complaint responses.

This role is not politically restricted.

### Main Statement of Responsibilities

- Process orders and invoices as required by the Repairs and Technical Services Team.
- Manage invoices on a weekly/monthly basis ensuring that contractors and suppliers are paid on time.
- Establish robust financial processes for contractor applications and invoice checking, processing and ensuring that payments are made in a timely manner.
- 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.
- Support managers to manage budgets and forecast outturns as required.
- Resolve payment queries and ensure follow up actions are taken.
- Support the team to manage utility costs liaising with suppliers and internal colleagues to resolution.
- Maintain a register of contractors and ensure that professional registrations and insurances are monitored and up to date.
- Provide business support to the team including administration duties.
- Identification of business process improvements and supporting the team to implement new processes.
- Produce performance reports as required from IT systems to support delivery managers to manage monitor performance. Analyse data to identify trends in data, notifying managers of areas for improvement.
- Manage the complaints process on behalf of Technical Services team following 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.
- Carry out audits of vehicle usage using tracking systems and report findings to managers for any action if required.
- Manage and motivate your team including carrying out regular 121's, annual appraisals, holding regular team meetings, giving positive feedback to team and individuals, setting and achieving performance targets and addressing employee non-performance in accordance with policies and procedures if required.
- Authorising annual leave and holding sickness reviews.
- 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.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.
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## 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

- IT literate (including the use of Microsoft Office, the councils housing management system, asset management system, repairs system and financial ordering systems).
- Experience in Financial/Budget Services.
- 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.
- Take personal responsibility for own work and focuses on solutions and action to ensure agreed objectives are met.

#### Desirable

- Experience in a Customer Service Environment.
- Respond to customer's needs and learn from feedback to improve the customer experience.
- Excellent negotiation skills with internal and external customers and suppliers.

### 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
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