

Job Description

Post title	Major Works Support Officer	Grade	C
Department	Operations	Post ref	

Overall job purpose

Provide a customer focused service, addressing refurbishment & 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: Principal Officer – Major Works

Responsible for: Not applicable

Key tasks and responsibilities – post specific

Creation and maintenance of records relating to major works projects e.g. project documentation and correspondence, energy information, stock condition and service history records, budget maintenance information and performance indicator statistics.

To be responsible for dealing with and effectively communicating with tenants, leaseholders, residents and service users, outside agencies and other members of staff in relation to routine face to face and telephone enquiries, issues and requests for general information in an efficient, sensitive and confidential manner; to develop and maintain good working relationships with tenants, leaseholders, residents and service users to actively promote the provision of high quality services. Undertake any follow-up associated administrative work or system input tasks including keeping accurate records of such customer interaction for statistical use.

To raise Orders and check and process invoices associated with the Section's activities; including inputting into the respective management software/ ledger systems.

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

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

Arrange appointments with tenants for the completion of work, ensuring repairs are completed within the appropriate time limits.

Check certification and sub-contractor submissions, ensuring that work content and payment claims are accurate.

Issue works orders using schedule of rates and codes when necessary, ensuring appropriate use of labour and resources on any individual task inclusive of engaging sub-contractors.

Production of major works project documentation, including interim certificates, contract administrators' instructions, practical and sectional completion certificates etc.

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.

To collect, collate and prepare statistical information as required.

Provide support at internal and external meetings as and when required, including taking meeting minutes where relevant.
Receiving, recording, diagnosing and prioritising enquiries, including repairs orders, operating a repairs appointment system
Escalate any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are reported during day to day activities.
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.
Deal with routine face to face and telephone enquiries including requests for general information.
Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day-to-day activities.
Assist in the resolution and / or investigation of complaints associated with repairs and maintenance activities.

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.

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<i>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.</i>			
Employee signature:		Date:	