

JOB TITLE: Special Maintenance Support Officer

DEPARTMENT: Drainage and Special Maintenance

POST NUMBER: 1210

GRADE: 3

ACCOUNTABLE TO: Service Lead - Engineering

LOCATION: Special Maintenance Depot, Moorside Road, Winnall.

POST OBJECTIVE

To assist the Engineering Service Lead in the running of the Special Maintenance office by assisting the Special Maintenance manager and the field staff in their daily operations.

SPECIFIC TASKS:

1. To assist in the day to day running of the office by answering calls, taking payments, raising invoices, updating records as appropriate, and undertaking general office support for the service.
2. To assist in the running of the office by carrying out basic inventories and ordering supplies as appropriate, and to assist in the safe operations of the entire depot.
3. To assist the department by carrying out financial summaries and compiling monthly reports to ensure recharging is effectively carried out. To manage the pest control charging process with quarterly reports and resolving payment issues.
4. To quality check daily work sheets / update management systems to ensure correct records are maintained.
5. To undertake financial/budgetary/purchasing/invoicing transactions for the Special Maintenance service as instructed by the Special Maintenance manager.
6. To assist field based staff with general enquiries and support.
7. To deal with site visitors and site deliveries as required.
8. To undertake such training as appropriate to the post objective.
9. To issue work as required to the field staff in the managers absence.
10. To undertake any other duties commensurate with the grade of the post.

The nature of this post is such that the identification of a complete and exhaustive list of duties and responsibilities is not possible. This job description will be subject to regular review and may change to meet the changing needs of the department.

NB. Rarely there may be occasions/events where overtime is required to assist out of normal business hours, this will be for significant events such as flooding. Due to the nature of the work carried out by the team on occasion this overtime may be compulsory, but every effort will be made so that this is always by negotiation with other team managers where possible.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed

Dated

December 2024.

PERSON SPECIFICATION

JOB TITLE **Special Maintenance
Support Officer**

POST NUMBER:
1210

DEPARTMENT: **Special Maintenance**

DATE: **2026**

Requirements		Weighting	Assessment Method
Skills	Good IT skills including Word/Excel	3	A/I
	Good interpersonal skills verbal/written	3	I/R/A
	Confident dealing with difficult and sometimes urgent situations including offensive individuals	3	A/I
	Customer focus	3	A/I
	Confident and methodical approach	3	I/R
	Team working	3	A/I
Experience	Admin experience	3	A/I
	Financial experience	2	A/I
Personal Qualities	Positive approach to work and colleagues	3	I
	Flexible	3	I
	Organised	3	I
	Team worker/builder	3	I
	Ability and confidence to work on own initiative	3	I
	Attention to detail	3	A/I
	Interest in Health and Safety	2	A/I
Qualifications	GCSE (or equivalent at grade C or above) in English and Maths	2	A
	Microsoft Word and Excel	3	A

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

Assessment

Application Form

A

Interview

I

Tests

T

References

R

Presentation

P

Evidence of Qualifications

Q