Ashfield
DISTRICT COUNCIL

Job Profile

Post title:	Major Works Support Officer
Department:	Operations - Compliance and Planned Maintenance
Job families:	Support Services
Grade:	C
Responsible to:	Project Officer – Major Works
Employees managed:	Not Applicable
Date of issue:	August 2026

Person Specification

Essential upon appointment	Desirable on appointment
Knowledge / Qualifications • Office based administrative systems and work. • Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite. • Housing legislation. • Four GCSEs A-C including Maths and English or equivalent.	• Word processing (Microsoft Office intermediate level or equivalent).
Experience • Experience of general administrative and clerical duties. • Experience of working in repairs and maintenance / property refurbishment environment. • Working with the Public within a customer service environment.	• Maintaining records (Electronic and Manual), raising Orders and the checking and processing of Invoices.

• Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite • Carrying out stock condition surveys in relation to age, condition and attributes of building components.	
Skills • Excellent and effective Communication and interpersonal skills with a wide range of audiences (face to face and telephone); Verbal and written; ability to deal effectively with customers in challenging situations. • Extensive IT skills in Microsoft Office Applications (Word, Excel, Access etc. or equivalent, and relevant office databases; keyboard skills and ability to design and format electronic documents and create spreadsheets and computer files to facilitate the recording and manipulation of contract information and documentation. • Ability to use own initiative to organise and prioritise a diverse workload; organisational skills with a systematic and methodical approach to work; attention to detail/accuracy. • Ability to process large amounts of information with accuracy and precision, with minimal supervision. • Word processing and ability to design and format documents. • Meeting deadlines.	• Minute taking
Other Requirements • The postholder may be required to work out of normal working hours / attend evening meetings / work weekends and / or Bank Holidays as part of their role.	

Competencies

Please refer to the Employee Competency Framework for more information about the behaviour descriptors for each competency.

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.

If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.