Ashfield
DISTRICT COUNCIL

# Job Profile

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| **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 |

## Overall Job Purpose

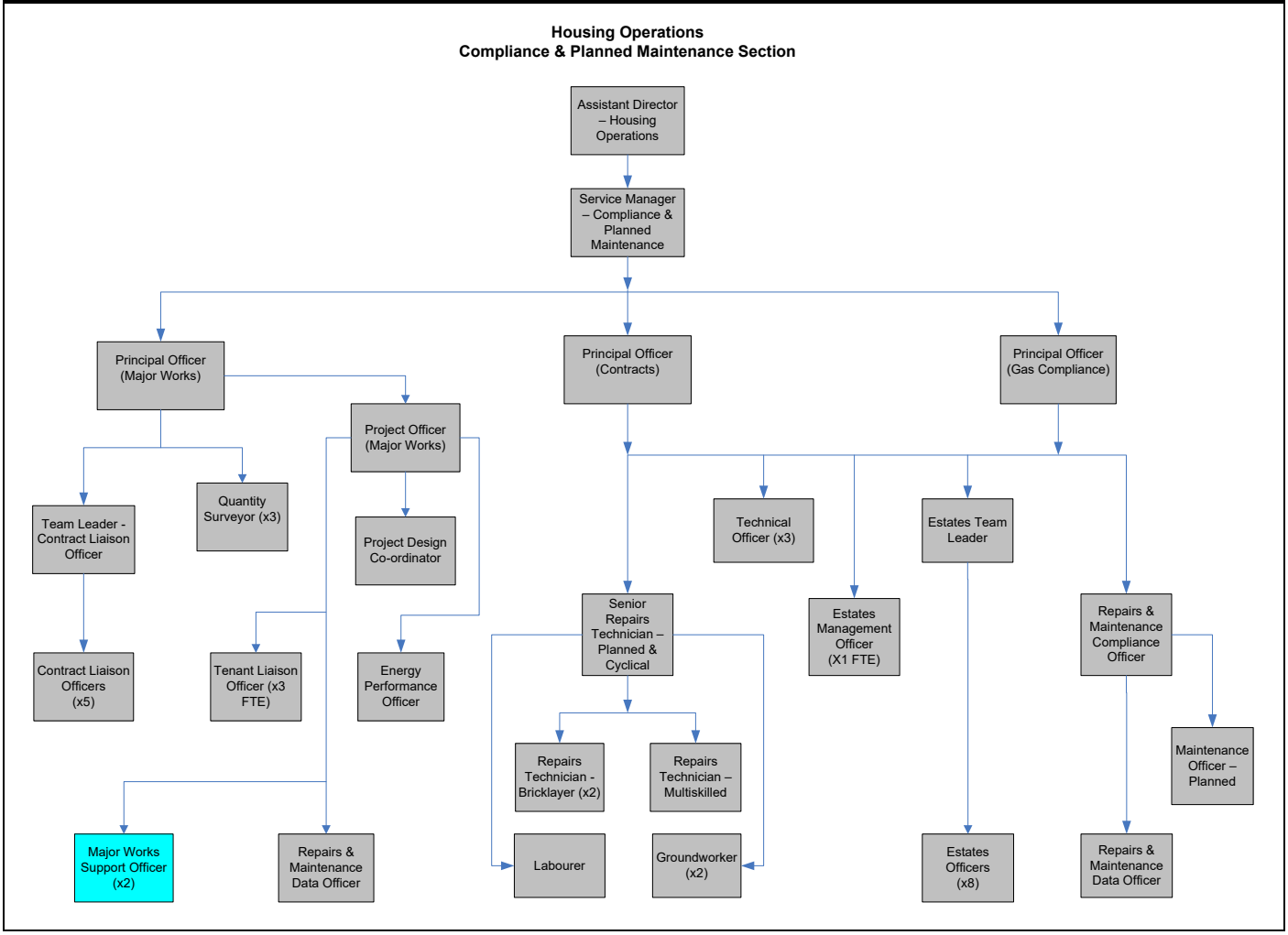
Provide a customer focused service, addressing refurbishment & repair requests, and providing advice to customers via telephone and digital platforms.

Provide an efficient and effective administrative service in support of the Housing Repairs and Maintenance Sections.

## Working Conditions

- The post involves working within an office environment.
- The postholder is eligible to utilise the Flexi Time Policy.

## Structure




## Job Description

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| **Operational management** | • Arrange appointments with tenants for the completion of work, ensuring repairs are completed within the appropriate time limits.<br>• 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. |
| **Communication** | • 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 |

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| | keeping accurate records of such customer interaction for statistical use.<br>• Effectively communicate in a customer care environment including introducing yourself to customers, explaining your role and ensuring satisfaction upon completion of service delivery.<br>• Liaise with Suppliers and Sub-contractors to order, store and issue materials in accordance with the relevant processes.<br>• Deal with routine face to face and telephone enquiries including requests for general information. |
| **Partnership / corporate working** | • Escalate any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are reported during day-to-day activities.<br>• Report any repairs, maintenance, health and safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified during day-to-day activities.<br>• Assist in the resolution and / or investigation of complaints associated with repairs and maintenance activities. |
| **Resource management (including Financial and Physical)** | • Check certification and sub-contractor submissions, ensuring that work content and payment claims are accurate.<br>• To raise Orders and check and process invoices associated with the Section's activities; including inputting into the respective management software/ ledger systems. |
| **Systems and information** | • 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.<br>• Processing of orders and invoices on behalf of the Authority in accordance with the relevant procedures.<br>• Production of major works project documentation, including interim certificates, contract administrators' instructions, practical and sectional completion certificates etc.<br>• 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.<br>• To collect, collate and prepare statistical information as required.<br>• Provide support at internal and external meetings as and when required, including taking meeting minutes where relevant.<br>• Receiving, recording, diagnosing and prioritising enquiries, including repairs orders, operating a repairs appointment system.<br>• Maintaining an effective and efficient data filing and management information system including inputting and retrieving statistical information, programmes of works, spreadsheets, etc. |
| **Strategic management** | |