



Job Profile

JOB TITLE:	Repairs and Voids Support Officer
GRADE:	Scale 5
POST NO:	Post specific
JOB TIER:	5
DBS / ISA CHECK:	No
GROUP:	Corporate Services
SERVICE:	Resident Hub

REPORTING STRUCTURE

Reports to:	Resident Hub Team Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

Delivery of complex technical and core administrative support to the Maintenance Service Repairs and Voids teams, meeting performance targets and embedding a culture of “Putting our residents first” where continuous service improvement is maintained.

Job Description

1. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.

2. Customer Management / Care

- Demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met to deliver the Council's vision of 'putting our residents first'.
- Respond to customer queries and escalate issues and messages to the Team managers and professional workers
- Commitment to the highest level of service delivery
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.

3. Operational Service Delivery

- Responsible for delivering complex, routine, and emergency tasks against the technical administrative standards to ensure consistency in maintaining service delivery
- Deliver a skilled and flexible technical administration support service to the Maintenance Service, and to react to peaks and troughs of work in any council location as required
- To work as part of a multi-disciplinary team responsible for meeting tight deadlines and committed to high standards of customer care
- Maintain an understanding of the operational workflow processes and linkage with the technical administrative support services
- Prioritise tasks assigned and escalating any gaps in resourcing to the line manager
- Escalate any operational issues to the line manager and/or to other appropriate departmental managers
- Ability to learn complex and specialised administrative tasks in a short space of time to meet changing service requirements including changes to legislation that would impact on the service

- To provide comprehensive and high-quality technical specialist services administrative support to the Maintenance Service
- To show flexibility in adapting to delivery of different functions at a variety of locations, to meet varying demands
- To provide more general support to service areas if the need arises.
- Resolve complex financial queries (including payment enquiries) and ensure appropriate financial controls are in place
- Ensure compliance with Financial Regulations with respect to budget commitments and payments (including any petty cash, voucher, or pre-paid card system)
- Complete/support inputting of service packages onto case management systems
- Support internal budget commitment authorisation processes to ensure effective delivery of supplier services

CYPS/ASC role-specific activities:

- Coordinate all team activities including (but not limited to):
- Team meeting organisation and preparation, taking meeting minutes, updating core database systems, being the first point of contact for the team caseload, and managing bring-up/bring forward systems
- Support operational staff with the use of the case management system with the principal objective of up-skilling staff to self-manage and therefore ensure maximum use of the case management system functionality
- Where applicable, provide expert case management and document management systems (i.e. ICS Protocol and Civica) knowledge to resolve complex system issues (with support from ICT when required)
- Support Teams with awareness and use of management information to enhance service delivery, including producing management reports that identify outstanding actions requiring operational staff intervention
- Resolve complex issues and queries in accordance with corporate procedures and policies
- Deliver technical administrative support to the Team that assists operational managers and staff with delivering enhanced services to residents, including any service-specific requirements
- Take accurate minutes for team safeguarding/multi disciplinary meetings

4. Service Planning & Development

- Maintain knowledge of the current Maintenance Service Team Plan and understanding of own contribution to ensure delivery of this plan.
- Undertake ongoing training to develop skills and knowledge to deliver services effectively
- Ensure services are delivered within any set Service Level Agreements (SLAs) which cover all aspects of service delivery with performance and response levels, and escalating to the line manager any SLAs that are likely not to be met.

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the council's financial systems
- Demonstrate an appreciation and understanding of budgets, escalating any discrepancies or potential overspend to the line manager and/or to other appropriate departmental managers

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for customers.
- Support the delivery of continuous monitoring of team and individual performance and own productivity against set standards and targets
- Support departmental managers in the delivery of improvement initiatives and change programmes
- Ensure quality of output is maintained and issues are resolved effectively with the line manager
- Sustain the understanding of operational services to ensure effective delivery of tasks
- To be responsible for own personal development, and to take part in training as and when identified or requested

7. Contacts

- Internal: All levels of staff, up to and including Deputy Chief Executive, Central Services, Corporate IT, HR, Facilities Management, L&D and as required Councillors, the Chief Executive and Corporate Directors.
- External: Members of the public, Local authorities, private organisations, schools and colleges, community groups, representatives of London- wide and regional bodies, contractors, other public bodies, and suppliers

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed targets within PADA
- Delivery against any agreed service levels
- Delivery against performance, productivity and quality targets.

B. Person Specification

Repairs and Voids Support Officer (Scale 5)

This person specification will be used for recruitment to the **Repairs and Voids Support Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Minimum 5 GCSE level pass including maths and English, or equivalent	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required.	✓	
Maintain confidentiality at all times.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of supporting a multi-disciplinary teams with comprehensive technical administration services (including meeting arrangements, minute taking, and database/system administration)	✓	
Experience of prioritising high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines	✓	
Experience of developing and maintaining good working relationships with clients, senior colleagues and Members of the Council.	✓	
Experience of dealing sensitively with members of the public in a variety of situations	✓	
Experience in managing high volumes of work effectively and accurately, and to deal with routine matters on own initiative within deadlines.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Excellent ICT skills including Word, Excel and Google Docs, and an understanding of case/data management systems	✓	

Understanding of Business Improvement (BID) and its implications for the wider team		✓
Ability to use financial systems i.e. Oracle	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Committed to delivering the goals and priorities of the team and Service Seeks to improve the Council's service delivery Optimistic and not easily discouraged Positive about change and does not act as a barrier Presents options for improvements Celebrates the team's success	✓	
Takes responsibility and delivers results Seeks to achieve and exceed targets, at, team and personal level Ensures work is delivered on time and is of a good quality Sets a positive example in the way they perform their role Plans, prioritises and organises workload to meet deadlines	✓	
Team working Builds effective relationships within and between teams, as appropriate Shares ideas, knowledge & good practice with others Works collaboratively with all colleagues and other agencies (where appropriate) to deliver improved services to service users and residents Is supportive of others and appreciates their work Capable of putting the Council's interest first Is aware of the role members', partners' and stakeholders'	✓	
Communication Easily expresses self and ideas. Has the knowledge of and the ability to use technology	✓	

Listens, questions and clarifies to ensure full understanding		
Adapts style to suit the needs of the audience		
Customer Care Raising service user and residents' satisfaction is understood and is a commitment Acts as an ambassador for LB Hillingdon-communicating consistent positive and realistic messages about the Council Engages with the Council's users, strives to understand and meet their needs and preferences Takes feedback and ensures services adjust and respond Adheres to and delivers on the customer care promise Welcoming everyone who contacts us Being helpful, polite and courteous Respecting each and every customer Taking time to listen and understand, demonstrating empathy Giving clear information about service standards and timescales Taking ownership and working together as one Council	✓	
Takes ownership of personal development Positively contributes to the PADA process Proactively engages in learning and development Reviews own performance and assesses own potential to develop Self -aware, admits mistakes and aims to learn from them. Gives and seeks to receive constructive feedback Shares learning and expertise	✓	