

## **Job Description and Person Specification**

### **Job details**

Job title: Senior Property Support Officer

Grade: NNCBAND04

Reports to: Business and Supply Team Leader

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Maintenance and Development

### **Purpose of the job**

- To assist in providing an effective service for managing the Council's supply chain of materials procurement and distribution, financial orders and payment transactions, Fleet Provision and IT support for the Housing and Maintenance Team. To enable its management and delivery of maintenance and repair services to the Council's housing stock to comply with the Council's corporate objectives and statutory Landlord duties to repair and maintain properties in line with the Landlord and Tenant Act 1985 and the Housing Act 2004.
- To deliver a professional and cost-effective Housing Maintenance and Housing stores and workshop facilities for the Council across Robinson Way and Fleming Road Depots, including the financially compliant purchasing of stock, ordering and payment of goods received, and the implementation and adherence of health and safety procedures.
- Work with the Business and Supply Team Leader to undertake the Local Responsible Person duties, on behalf of the Assistant Director and Head of Maintenance and Development, with regards to operations at both Robinson Way and Fleming Road depots.
- To deputise for the Business and Supply Team Leader, as required.

### **Principal responsibilities**

1. The collation of figures for performance monitoring for the team and accurately input data into systems as required.
2. To contribute to the overall performance improvements, including improvements to the Housing Repairs System.
3. To prepare bespoke and standard reports on housing repairs, performance and expenditure for a variety of audiences both within and outside the Council.
4. Provide ad hoc and scheduled financial reports to the Head of Housing Maintenance and Development to aid in strategic decision making with regard to the revenue and capital budgets.
5. To act as the system administrator for the IT housing repairs system.

Administering and being responsible for the configuration, maintenance, integrity and security of the system. Updating existing data, liaising with IT and external software providers to ensure the system is maintained and upgraded as required.

6. Amending system data as necessary, particularly with regard to property sales / purchases (right to buys) / acquisitions and the Corporate Staff Alert Register.
7. Developing and monitoring the data transfer interface between the IT housing repairs system and other NNC systems, including ERP.
8. To undertake project work on behalf of the Business and Supply Manager. Researching, report writing and presentation of findings to the Head of Housing Maintenance and Development.
9. Lead responsibility for the issuing, recording and ordering of all IT assets for the Housing Maintenance and Development Team ensuring full records of assets are kept for audit compliance.
10. Analyse tenant satisfaction survey responses and compile summary reports.
11. Managing the processing of payments and raising of orders for the Housing Maintenance and Development team through the Council's finance system. Including the monitoring of invoices from sub-contractors and suppliers, ensuring payments are correct and processed within agreed timescales.
12. Assist with financial end of year reconciliation and accruals.
13. To monitor stock movements across both stores to include stock holdings, values and completing of all stock journals ensuring accuracy and attention to detail at all times.
14. To provide customer and supplier liaison and resolve issues when required.
15. Processing dis-repair claims, ensuring accuracy of claims are processed within agreed timescales.
16. Lead on the day-to-day management of the Housing Maintenance and Development fleet in line with statutory legislation.
17. To collate and accurately process the monthly overtime and expenses claims for Operative
18. Provide cover when required to the Housing Maintenance and Development Team Leader.
19. To facilitate and deputise for Team Leader in meetings when required.
20. To support the Business and Supply Manager and Team Leader in HR matters.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Special features of the post**

- The concept of teamwork means that a flexible approach to work is required of the post holder.
- Commitment to a Customer Service environment.



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## **Person Specification**

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	A Levels/ NVQ Level 3 or equivalent/or relevant capability  I.T. related qualification – CLAIT / ECDL or equivalent.	BTEC in Business Administration or equivalent.
Experience and Knowledge	Maintenance of databases and the interrogation of information in order to generate reports.  Development and administration of information management systems relating to the holding of both electronic and manual records.  Good analytical skills and attention to detail Computer literate (Intermediate / advanced use of Microsoft Word & Excel)  Familiar with budget management, financial control, and performance monitoring	Work within a local authority / Housing Association and within a property repairs related department.  Experience of project management. Development of new administrative procedures and systems
Ability and Skills	A commitment to providing excellent customer service – being responsive, flexible, and dedicated to 'getting it right first time'.  Familiar in the use of Housing Repairs System	Specialist training in IT and Software.

Attributes	Essential criteria	Desirable criteria
	<p>Competent in the administration, development and management of IT systems and the production of both standard and bespoke reports.</p> <p>Ability to collate statistical information obtained from a range of sources, analysis and preparation of same to enable reports to be prepared in a variety of electronic formats (MS Word / Excel).</p> <p>Organisational skills with a systematic and methodical approach to work.</p> <p>Excellent communication skills – with the ability to clearly communicate technical and financial ideas and information (verbally and in writing) to a diverse audience.</p> <p>Research skills and ability to undertake projects from inception to completion by applying both creative and analytical skills.</p> <p>Ability to work unsupervised and manage workloads and deadlines for a number of items simultaneously</p> <p>Ability to work as part of a team, organise tasks and work unsupervised.</p>	<p>Knowledge of construction related terminology and statutory duties to be observed holders of housing stock</p>

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Commitment to providing excellent customer service to the community.</p> <p>Ability to work across more than one Council building at short notice.</p>	