

JOB DESCRIPTION

Job Title:	REGENERATION TECHNICAL SUPPORT OFFICER
Position No:	
Section:	N/A
Service:	REGENERATION
Directorate:	REGENERATION AND HOUSING SERVICES
Agreement:	NJC FOR LOCAL GOVERNMENT SERVICES
Salary Range:	SCP 7-11, £20,092 - £21,748
Other:	FIXED TERM 2 YEARS
Date:	JULY 2021

Organisational Relationships:

- a) Reports to: Regeneration Manager
- b) Supervises: None
- c) Co-ordinates with: All colleagues within Regeneration and Housing, Colleagues within the Council, Elected members, Contractors, Suppliers, Social Services & Primary Care Trust, other external partner organisations and members of the public
- d) As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objective(s):

- To provide a comprehensive support service to the Regeneration Team's Technical Officers including processing and updating compliance records (paper and electronic), monitoring the facilities helpdesk, allocating jobs to contractors, booking appointments for service visits, dealing with enquiries from staff or members of the public by telephone, email and at reception etc. Processing grant applications.

Main Duties and Responsibilities:

- 1) Maintain the Compliance Database and liaise with contractors about service visits and service reports; file paper copies of reports, store electronic copies of reports and update database records.
- 2) Allocate logged requests for repairs on the facilities helpdesk to contractors or technical officers, and close down jobs when works are complete
- 3) Arrange service visits with contractors, building managers and key holders via telephone and email; liaise with and inform colleagues as necessary
- 4) Maintain the Council's asset management plans for Asbestos and compliance (with health and safety legislation including LOLER inspections, PUWER inspections, Fire Risk Assessments, insurance inspections and Legionella)
- 5) To raise purchase orders, invoices, credit notes, process payments to contractors and suppliers and ensure accurate reconciliation with the Council's financial systems.
- 6) To process Disabled Facilities Grant (DFG) applications, including assembling files, updating and maintaining files as work progresses to end of defects liability.
- 7) Communicating (letter, telephone, email etc) with various stakeholders including colleagues, contractors, tenants, applicants, occupational therapists, social services, suppliers, landlords and the like in relation to the processing, verification and progression of service visits or of DFG applications.

- 8) Liaise with Financial Services and Land Charges.
- 9) To assist in maintaining filing systems and record keeping for the Regeneration Team to ensure the Council complies with the Health and Safety at Work Act 1974 and other health and safety legislation
- 10) To attend public meetings and consultation events to provide administrative support to officers at meetings/events.
- 11) To ensure delivery of the Council's priorities and compliance policies relating to Health and Safety, Equal Opportunities and Customer Care
- 18) Undertake duties as required by line manager or the Head of Service.
- 19) Assess own performance against service/business/work plans and targets.

To deal with colleagues openly and fairly at all times and support mutual respect within teams
NB *In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's staff appraisal scheme. Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.*

Equalities Act 2010. - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

PERSON SPECIFICATION

JOB TITLE	Regeneration Team Technical Support	POST NO.	
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PERSONAL ATTRIBUTES (BASED ON JOB DESCRIPTION)	ESSENTIAL	DESIRABLE	HOW TO BE MEASURED APPLICATION FORM (A) INTERVIEW (I) TEST (T)
QUALIFICATIONS			
1. IT qualification such as European Computer Driving Licence (ECDL) or equivalent		D	A/T
2. Educated to GCSE standard including English, Mathematics	E		A
EXPERIENCE			
1. Experience of producing and updating documents using all Microsoft Office packages	E		A/T
2. Experience of working to deadlines within an office environment	E		A/I
3. Experience of dealing with members of the public by telephone and face to face	E		A/I
4. Experience of working in a technical or construction environment in relation to compliance with Health and Safety Legislation	E		A/I
5. Experience of maintaining accurate comprehensive records and files, both paper based and computer based	E		A/I
6. Experience of financial systems, raising and paying invoices	E		A/I
KNOWLEDGE/SKILLS/ABILITIES			
1. Ability to handle confidential, sensitive information and personal details professionally and in line with current legislation	E		A/T
2. Knowledge of Health and Safety Legislation and compliance		D	A/I
3. Good communication skills with the ability to communicate well with contractors, all levels of staff and the public	E		A/I
4. Excellent computer skills with an in depth knowledge of Microsoft Office, all packages	E		A/I
5. Ability to work to strict deadlines accurately and efficiently	E		A/I
6. Highly motivated, must be able to work as part of a team	E		A/I
ADDITIONAL REQUIREMENTS			
1. Regular & Reliable Service – the Council does not wish to employ individuals who have a poor history of attendance at work where there is no underlying medical reason for the absence.	E		A/I
2. Confidentiality – the data being processed is highly sensitive	E		A/I
3. Enthusiastic and positive approach with a flexible approach to working	E		A/I
4. A commitment to equal opportunities and customer care	E		A/I
OTHER			
1. Commitment to the principles of public services and local democracy	E		A/I

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