

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Major Works Officer

Grade: SC5

Reports to Major Works Administration
Team Leader

Grade: PO2

Directorate: Quality & Investment

Section Stock Investment & Asset
Management (SIAM)

Main Purpose of the job:

The role will primarily focus on providing professional and comprehensive administrative support to the SIAM team.

Acting as a friendly and customer-focused first point of contact for residents and colleagues, delivering a high level of organisational and administrative skills.

Working collaboratively with team members and wider colleagues to achieve identified goals and objectives.

Summary of responsibilities and personal duties:

- Provide full administrative and organisational support to the Directorate.
- Act as the main point of contact for residents regarding planned major works, ensuring they are aware of project scopes, timelines, and potential disruptions. This includes organising and attending resident meetings.
- Being the primary liaison during the planning and implementation of major works. This involves organising public meetings, facilitating resident feedback, and ensuring tenants are informed about project timescales and progress.
- General office duties and use of Lewisham IT systems.
- Maintaining accurate records of consultations and project progress, raising invoices or purchase orders, and preparing reports for management.
- Accurately collate and record data and information in-line with General Data Protection Regulations.
- Complaint management and resolution. Addressing tenant and leaseholder enquiries, complaints, and disputes related to the works, working with other teams to find solutions.
- Running and reporting on business reports (scheduled and ad hoc).
- Creating and maintaining electronic files.
- Supporting and contributing to KPI performance targets.
- Supporting changes to policy and procedure and assisting managers and teams in delivering on their targets.

- Working to achieve access where contractors/officers have difficulties, escalating non-access cases appropriately.
- Ensuring information is accurate and fit for purpose for a wide range of services.
- Manage conflicting and demanding priorities, both within the team and externally, focusing on delivering outcomes for the benefit of the services.
- Ensure robust systems are in place to deliver all aspects of work and that information is readily available.
- Support the team with financial forecasting, analysing spend, and processing invoices.
- Liaise with the Asset Management Team to ensure stock information is updated and accessible, supporting projects and audits.
- Act as the first point of contact for internal and external customers, including contractors, to resolve queries and draft responses as required, escalating issues as appropriate.
- Carry out duties with due regard to the Council's codes and procedures.
- Participate in the Council's appraisal system and undertake appropriate training and development.
- Undertake other duties commensurate with the grade as reasonably required.

Generic responsibilities

- Working within the council's policies for health and safety, equality and diversity, and relevant housing legislation as it pertains to capital works projects.
- Take responsibility for personal learning and development, including completing e-learning, safeguarding training, and retrofit awareness modules.
- Uphold all relevant Council policies including Equality and Diversity, Data Protection, and Code of Conduct.
- Contribute to an effective and flexible working culture and participate in wider departmental and organisational projects where appropriate.

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title: n/a

Grade

No of posts

Number of partially managed staff:

Title:

Grade

No of posts

PERSON SPECIFICATION

JOB TITLE: Major Works Officer

POST NO:

DEPARTMENT: Stock Investment & Asset Management

GRADE: SC5

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Commitment to E&D and the principles of related legislation. A non-discriminatory approach to working with colleagues and providing services to customers.	S
Understanding of how equality and diversity relate to this post	

Working within the council's policies for health and safety, equality and diversity, and relevant housing legislation as it pertains to capital works projects.	
Knowledge	
Knowledge of current housing issues and practice, housing law, regulation, and knowledge of leasehold and shared ownership management.	S
Awareness of the Housing Sector the Stock Investment / Major Works team and its role in delivering safe homes for residents	
Good practice in delivering Customer Services to residents or customers in a service environment.	S
Working knowledge of confidentiality and GDPR requirements.	
Aptitude	
Able to prioritise and juggle variable and demanding workloads.	
Skills	
Excellent written and verbal skills and experience of high-volume data entry/ interrogations, ensuring data accuracy	
Excellent written and verbal communication skills are required for liaising with diverse stakeholders, including residents, contractors, and other departmental teams.	S
Confidently able to use Microsoft Office products including Word, Outlook, Teams, Excel and specialist housing management software.	S
Competence in using various IT systems, including standard Microsoft Office suite and specialist housing management software.	
Ability to work collaboratively with colleagues	
Experience	
Proven experience in a similar environment.	
Working in a Housing Customer Service or similar environment, managing a high volume of telephone calls/ email enquiries from internal and external customers.	
Proven experience in social housing, property management, or a related field, with specific knowledge of leasehold management and major works processes being highly valued.	
Experience working with customers who have complex support needs and/or managing supported housing.	
Experience of working to deadlines and achieving targets through own work and work driven through teams.	S
Proven experience of dealing with challenging situations and a broad range of different customer needs.	S

General Education	
Educated to GCSE standard grade C or above in Maths and English, or equivalent.	
Personal Qualities	
Excellent interpersonal skills, including patience, empathy, and the ability to communicate complex information clearly to diverse audiences.	S
Engaging, enquiring and solutions-oriented individual who thrives on working with colleagues to achieve team goals	
A knowledge or proficiency in languages, including Spanish, would be beneficial	
Circumstances	

DBS Disclosure Required? No ☒ Basic ☐ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)