

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Administration Officer	Grade:	SC5
Reports to (Designation):	Stock Investment Manager	Grade:	
Directorate:	Housing	Section:	Quality & Investment

Main Purpose of the job:

To provide a professional and comprehensive administrative support for the Stock Investment and Asset Management Team (SIAM).

To provide a friendly and customer focused first point of contact for residents and colleagues and a high level of organisational and administrative skills to the SIAM team, working collaboratively with team members and wider colleagues to achieve identified goals and objectives.

Summary of Responsibilities and Personal Duties:

1. Provide full administrative and organisational support to the Directorate. This includes but is not exclusive:
 - General office duties including the use of Lewisham IT systems
 - Raising and updating work orders and inspections
 - Complaint management and resolution
 - Running and reporting on business reports as scheduled or ad hoc
 - Creating and maintaining electronic files
 - Supporting and contributing to the KPI performance targets.
 - Undertake changes to policy and procedure and support the managers and teams to deliver on their targets.
 - Working on achieving access where the contractor/officer has difficulties and escalating non-access cases appropriately to the relevant departments both within Lewisham Homes and also our Legal team
 - Update and ensure information is accurate for the wide-ranging services including that the information held is fit for purpose.
2. Manage conflicting and demanding priorities, from both within the team and externally whilst focusing on delivering outcomes to the benefit of the services.
3. Ensure robust systems are in place to deliver all aspects of work, and that information is readily available.
4. Support the team with financial forecasting and analysing spend, processing invoices
5. Liaise with the Asset Management Team, ensuring that Stock Information is updated and accessible to appropriate staff, supporting any projects within the Directorate as well as supporting with Audits.

6. Act as the first point of contact for internal and external customers including our contractors, to resolve any queries that are raised, drafting responses as required. Escalate issues to the appropriate person/team/contractor.

MANAGEMENT ROLES & EXPECTATIONS

This post doesn't not have management responsibilities.

Internal Contacts:

Primarily, colleagues in the Housing Directorate but also colleagues in the wider organisation.

External Contacts:

Primarily, residents, suppliers (including contractors and consultants) and elected council officials.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

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

PERSON SPECIFICATION

JOB TITLE: Administrative Officer

POST NO: 3830

DEPARTMENT: Housing (Quality & Investment)

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.

Knowledge

1. Awareness of the Housing Sector the Stock Investment / Major Works team and its role in delivering safe homes for residents
2. Good practice in delivering Customer Services to residents. **(S)**
3. Local Authorities statutory duties for providing housing.
4. Local Authorities "Safeguarding" responsibilities
5. Data Protection legislation

Skills

1. Proficient use of Microsoft Office suite with intermediate Excel skills **(S)**
2. Excellent written and verbal skills and experience of high-volume data entry/ interrogations, ensuring data accuracy **(S)**
3. Ability to work collaboratively with colleagues **(S)**

Experience of

1. Working in a Housing Customer Service or similar environment, managing a high volume of telephone calls/ email enquiries from internal and external customers.
2. Experience of working to deadlines and achieving targets through own work and work driven through teams
3. Experience of processing invoices

Professional Qualification and Education

1. Educated to GCSE standard grade C or above in Maths and English, or equivalent.

Equality & Diversity

1. Commitment to E&D and the principles of related legislation. A non-discriminatory approach to working with colleagues and providing services to customers. **(S)**

Personal Qualities

1. Engaging, enquiring and solutions-oriented individual who thrives on working with colleagues to achieve team goals. **(S)**

Circumstances
This post has been created to supplement the existing 2 Admin officer posts (one Full Time and one Part Time). It will specifically provide additional admin support required under the Fire Risk Actions Programme but is not dedicated to that project.

DBS Disclosure Required? No ☒ Basic ☐ Enhanced ☐

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

Physical

Generally, candidates must meet the standard Lewisham requirements for the post.