

GREENWICH COUNCIL

JOB DESCRIPTION

DIRECTORATE: HOUSING SERVICES

SECTION: DISABILITY & HOME IMPROVEMENT TEAM GRADE:

DESIGNATION: Area Technical Administrator

REPORTING TO: Disability & Home Improvement Service Manager

DUTIES OF POST

GENERALLY

To be responsible to the Disability & Home Improvement Service Manager for;

1. The provision of general administrative support to the Disability and Home Improvement Service Manager
2. The provision of technical administrative support to the Disability and Home Improvement Team
3. Management of Business Apprentice[s]
4. Management of up to 2 directly managed staff

SPECIFICALLY

1. Carrying out the full range of managerial duties in relation to the allocated staff including; planning, allocating and monitoring of workloads, day-to-day supervision, performance management, staff development and training.
2. To provide a full range of general administrative and clerical duties in support of the Disability & Home Improvement Team, as directed by the Service Manager or members of the general management team. These duties may include, but need not be limited to; preparing for, organising and assisting with any office/site meetings and case conferences, booking rooms and refreshments, taking notes, preparing and distributing agenda/minutes, proof reading documentation, scanning/photocopying, filing, answering telephone[s], maintaining/replenishing stocks of stationary, office, surveying and PPE equipment, keeping records of staff attendance, dealing with incoming post, initiating correspondence following up where appropriate, including sending standard letters and replying to non-complex/routine correspondence and undertaking word processing as required.
3. To carry out specialist administrative tasks as required by the Service Manager or members of the general management team. These may include, but need not be limited to; developing and maintaining spreadsheets, raising/monitoring purchase orders, obtaining formal comments from the Legal/Finance Depts. relating to

reports, checking the arithmetical accuracy of schedules, bills of quantities, contract variations, valuations and final accounts, maintaining lists of contractors/preferred providers; Registered Social Landlords; Private Landlords and their agents, drafting and administering service level agreements, undertaking staff workplace risk/display screen assessments and the like.

4. To manage departmental logs relating to incoming/outgoing correspondence, complaints, enquiries and elected members casework support staff and managers to achieve Council service standards in responding to such correspondence.
5. To produce statistical information and run reports to allow the effective management of budgets, performance indicators and other outputs.
6. To maintain current, accurate group files, lists and records and provide information required for monitoring/programming purposes including running standard IT reports. To support the efficient document management of electronic and paper records, including scanning, shredding and archiving as appropriate. To manage archiving and the retrieval of files from storage.
7. Allocate cases to Surveyors, Technical Officers, Housing Procurement Officers and Private Sector Support Officers in accordance with procedures. Maintain case allocation records.
8. Liaising with contractors, consultants and other departments/directorates as required.
9. To develop and promote quality assurance principals and to implement council quality assurance programmes and procedures within the team.
10. To ensure that procedures to combat fraud are fully implemented.
11. To deal with general enquiries received from members of the public or colleagues about the services provided by the team, ensuring information is passed on to the relevant officer where necessary.
12. To prepare written and verbal reports on areas in relation to the post holder's responsibility. To assist with correspondence, complaints and enquiries, in particular from elected members, MPs, senior officers, residents and members of the public.
13. To provide information and assist with Freedom of Information and Data Protection requests.
14. To assist the Service Manager to draft routine Committee reports.
15. To make good and proper use of the Council IT systems, entering and retrieving information accurately and appropriately. To maintain current accurate files and

records of all casework and other projects using computerised ordering, recording and project management systems.

16. To participate in the development and implementation of policy and procedures, identifying areas for improvement and making recommendations as appropriate. Such duties shall include; devising standard forms, letters and leaflets, updating information resources, investigating services provided by related service providers and so forth.
17. To maintain continuing professional development, keeping up-to-date on developments in services, legislation, regulations and other matters relevant to the post holder's area of responsibility. To develop areas of individual expertise under the direction of the Service Manager so as to enhance the service and support colleagues.
18. To contribute to staff induction and training.
19. To undertake marketing initiatives and assist with the organisation and attend and/or conduct meetings, conferences, training/information sessions and presentations as required.
20. To carry out all duties with due regard to the provisions of Health and Safety Regulations and in line with the Council's Equal Opportunities and Customer Care Policies and the New Technology Agreement.
21. To ensure that effective cover arrangements are maintained for the post holder's workload in their absence and to provide cover within any area of the team, commensurate with the post holder's level of responsibility and to provide advice and support to all team members if requested.
22. To undertake any other duties and activities commensurate with the level and general nature of the duties of the post, including reporting any identified matters requiring action by other Council officers.

SIGNATURES

Originator.....

Post holder.....

Date.....