ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT **Housing and Safer Communities** **POSTHOLDER**

SECTION **Repairs and Investment** **GRADE SO1**

POST DESIGNATION (TITLE) Project Support Officer

Purpose of Job:

To be responsible to Programme and Quality Manager, Principal Surveyor, Quality and Performance Manager, Planned Maintenance Manager or Project Manager for:

i) The provision of a robust project and administrative support to key staff to ensure excellent service to customers and the smooth running of the service to prevent any impact on the delivery and completion of capital projects.

ii) To support and assist with the management of departmental or section email boxes, calendars and process, record and respond to emails as required

iii) To assist with the collection of technical data and performance indicators from staff, contractors, other departments, stakeholders, consultants, residents and provide contract administration support ensuring that records are accurate and up-to-date.

iv) To contribute to the delivery of Strategic Asset Management Services which includes inputting data and supporting with reports that go to cabinet for budgets ranging from £30m to £60m

Main Duties:

1) Deal with service enquiries from customers, contractors, consultants, other departments, external bodies and stakeholders and ensure appropriate information is forwarded to the relevant officer and where necessary; record complaints, closely monitor and take action to ensure the service meets the Council's response criteria.

2) Collating information and creating supporting documents for reports to be used to secure future budget approval ranging between £30m to £60m

3)To support the Project Manager in maintaining and promoting effective relationships with internal and external clients as required. To receive feedback and views of the

service provided in relation to the contract specification and make the project manager aware of the areas for improvement.

4) To support the investigation of and response to complaints, analysing data and making sure appropriate solution is achieved.

5) To provide support for the resolution of member enquiries, FOIs and other correspondence.

6) Under direction be responsible for the preparation and administration of all aspects of quotation or tender documentation including packaging, sending out and receiving tenders in accordance with the Council's Standing Orders and procedures.

7) Be responsible for recording and managing the receipt and issue of keys and FOBS, ordering keys where appropriate and assisting in providing access to properties.

8) Carry out a range of general office administrative support tasks to Officers including maintaining and managing diaries, preparing agendas, arranging meetings and taking minutes of meetings as directed, collating relevant documentation, ensuring timely production and distribution and follow up action where required.

9) Accurately input, interrogate, update and monitor data in Housing Management and Asset Management Systems and assist in the collation of all relevant information required by the Home Ownership Team for Section 20 leasehold consultation.

10) Prepare mail merges for senior management on a range of contracts, liaising with contractors and residents to provide accurate information and timescales.

11) Work with the Head of Customer engagement to achieve a step change in resident engagement and consultation, ensuring RBG gains buy in and high level of satisfaction from residents. Assist with resident satisfaction surveys with completed capital works and achieve 90% satisfaction targets.

12) Update and manage computer databases and spreadsheets, provide reports and assist in compiling information such as annual statutory returns and five-year investment plans.

13) To assist on asset data matters for R&I section and facilitate excellent and customer focused service to residents.

14)To update stock condition survey data and keep asset management system up to date with information provided to validate works. Booking and recording survey results, if applicable adding properties to future programmes and updating the asset management system.

15) Liaising with new contractor's and central debtors to complete credit card application forms and new user forms.

16) Submitting information for new properties to energy supplier companies and arranging for new meters if required to ensure electric/gas to properties.

17) Running and creating crystal reports for outstanding works and monitoring contractor spends on a monthly basis.

18) Continue to develop strong and constructive working relationships with key teams and stakeholders, including DRES, Finance, HOS and Tenancy members to help manage and deliver capital programmes successfully.

19) Manage and generate contract numbers for new projects, raise asbestos survey for project managers, raise Works Orders and Purchase Orders for proposed work in accordance with Contract Standing Orders and provide necessary support to manage council services and track expenditure.

20) Utilise software packages such as Microsoft Office, and prepare and send letters to residents regarding works to their homes or estate in accordance with local procedures and statutory/ legal requirements.

21) Manage team commitments while avoiding scheduling conflicts and arrange Pre inspection and post inspection visits for Officers; liaising with residents and contractors to ensure effective delivery of programme and convenient appointments for contractors to complete work.

22) Collating and submitting Project/programme invoices and payments certificates to accounts, dealing with any queries relating to payments on Capital projects. Assist on invoice processing while ensuring that works have been completed to the right standard. Liaising with payments team to ensure authorisation is received and processed.

23) Ensure compliance with Council processes and procedures and ensure adherence to Council Standing Orders, statutory and other regulatory requirements.

24) Contribute/ lead on setting up and delivering planned maintenance or works programmes including sending access letters to residents, keeping residents updated with progress and monitoring the programmes.

25) Actively participate in identifying technical and customer focused improvements in service delivery and support the training of other members of the team as required.

26) Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

27) Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection/GDPR and health and safety policies and procedures.

28) Undertake any other duties commensurate with the general level of responsibility of this post.

29) To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Designation of the Post to which the Post-Holder normally reports to: One of the Posts below: Programme and Quality Manager, Principal Surveyor, Quality and Performance Manager, Planned Maintenance Manager or Project Manager

Person Specification

Job Title	Project Support Officer
Grade	SO1
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
• A good standard of secondary education i.e. literacy, numeracy etc. *AF*	E
• Good operational experience with Microsoft products including office e.g. word, outlook and excel. *AF/I*	E
• Good standard and competency in verbal and written communication, phone lines, face to face and email and letters. *AF/I*	E
Skills and Abilities	
• Excellent organisation and time management skills. *AF/I*	E
• Ability to cope with a busy workload. *AF/I*	E
• High level of accuracy and attention to detail. *AF/I*	D
Experience	
• Experience of writing notes, letters and reports. *AF/I*	D
• Experience of working collaboratively and in consultation with different teams to deliver excellent customer services. *AF/I*	E
• Experience of working with residents and a range of stakeholders including local councillors in a politicised environment. AF	D

Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post. AF/I	E