

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Housing and Safer Communities **POSTHOLDER** NA

SECTION Repairs and Investment **GRADE** SO1

POST DESIGNATION (TITLE) Project Support Officer

Purpose of Job:

To be responsible to the Senior Surveyor (DMC) for:

- i) Provide 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 damp, mould and condensation (DMC) related projects.
- ii) Manage departmental or section emails and calendars, processing, recording and responding to emails as required.
- iii) Facilitate DMC cases' two-stage triage and monitoring processes. Answer calls from and make calls to residents to correctly diagnose and monitor DMC cases and raise jobs as required.
- iv) Collect technical data and performance indicators from staff, contractors, other departments, stakeholders, consultants, and residents, and provide contract administration support, ensuring that records are accurate and up to date.
- v) Engaging with the Council's Transformation Programme, helping them to move towards a higher quality, more preventative and proactive approach to DMC. Engaging with experiments and operational trials around things such as triaging processes, self mould wash kits, technology to monitor properties, etc.

Main Duties:

- 1) Manage 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) Lead DMC cases, follow up on processes, call residents every three months to check in, record responses, raise new inspections and jobs, and join up with other teams if required to resolve reoccurring cases of DMC.

- 3) Answer calls on more complex cases of DMC (two-stage triage), speak with customers to correctly diagnose the problem and raise jobs as required. Join up with our corporate customer services contact centre via emails and calls to ensure this process is smooth for customers.
- 4) Collate information and create supporting documents for reports to be used to secure future budget approval for DMC-related work projects.
- 5) Maintain and promote effective relationships with internal and external clients as required. To receive feedback and views of the service provided concerning the contract specification and make management aware of the areas for improvement.
- 6) Investigate and respond to complaints, analyse data and ensure an appropriate solution is achieved.
- 7) Ensure the response and resolution of member enquiries, FOIs and other correspondence.
- 8) Be responsible for preparing and administering all aspects of quotation or tender documentation, including packaging, sending out and receiving tenders per the Council's Standing Orders and procedures.
- 9) Be responsible for recording and managing the receipt and issue of keys and FOBS, ordering keys where appropriate and assisting in providing property access.
- 10) 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 following up action where required.
- 11) Accurately input, interrogate, update and monitor data in Housing Management and Asset Management Systems and collate all relevant information required by Repairs and Investment (R&I) and wider HSC teams.
- 12) Prepare mail merges for senior management on various contracts, liaising with contractors and residents to provide accurate information and timescales.
- 13) Work with management to achieve a step change in resident engagement and consultation, ensuring RBG gains buy-in and a high level of satisfaction from residents. Assist with resident satisfaction surveys with completed works.
- 14) Update and manage computer databases and spreadsheets, provide reports and assist in compiling information such as annual statutory returns and DMC team performance.
- 15) Assist with asset data matters for R&I and facilitate excellent, customer-focused service to residents.
- 16) To update stock condition survey data and keep the asset management system up to date with information provided to validate works. If applicable, book and record survey results, add properties to future programmes, and update the housing management database.

- 17) Liaising with new contractors and central debtors to ensure payment arrangements are in place.
- 18) Run and create crystal reports for outstanding works and monitor contractor spending on a monthly basis.
- 19) 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 projects and programmes successfully.
- 20) 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.
- 21) Utilise software packages such as Microsoft Office and prepare and send letters to residents regarding works to their homes or estates in accordance with local procedures and statutory/ legal requirements.
- 22) Manage team commitments while avoiding scheduling conflicts and arrange pre- and post-inspection visits for officers; liaise with residents and contractors to ensure effective delivery of programmes and convenient appointments for contractors to complete work.
- 23) Collate and submit project and programme invoices and payment certificates to accounts, dealing with any queries relating to payments on projects. Assist with invoice processing while ensuring work has been completed to the right standard. Liaising with the payments team to ensure authorisation is received and processed.
- 24) Ensure compliance with Council processes and procedures and adherence to Council Standing Orders, statutory and other regulatory requirements.
- 25) Contribute and lead in setting up and delivering planned works, including sending access letters to residents, keeping residents updated with progress and monitoring the programmes.
- 26) Actively participate in identifying technical and customer-focused service delivery improvements and support other team members' training as required.
- 27) 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.
- 28) 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.
- 29) Undertake any other duties commensurate with the general level of responsibility of this post.
- 30) 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 postholder normally reports to: Senior Surveyor (DMC)

Person Specification



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

Shortlisting Criteria: Essential criteria assessed via the application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
A good standard of secondary education, i.e. literacy, numeracy, etc.	E
Good operational experience with Microsoft products, including Office, e.g. Word, Outlook and Excel.	E
Good standard and competency in verbal and written communication, phone lines, face-to-face communication, and email and letters.	E
Skills and Abilities	
Excellent organisation and time management skills.	E
Ability to cope with a busy workload.	E
High level of accuracy and attention to detail.	D
Experience	
Experience in writing notes, letters and reports.	D
Experience working collaboratively and consulting with different teams to deliver excellent customer service.	E
Experience working with residents and a range of stakeholders, including local councillors, in a politicised environment.	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.	E
Understanding of and commitment to achieving the Council's staff values and ability to put them into practice in the context of this post.	E