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| Job Title: Building Services Admin Officer | Role Profile Number: ENN25 |
| Grade: L Salary: | Date Prepared: July 2019 |
| Directorate/Group: Property Maintenance | Reporting to: Building Services Engineer |
| Structure Chart attached: | |

Job Purpose

The post holder will be responsible for raising statutory compliance orders within the Open Housing system, collecting and storing compliance certification, paying of invoices and running reports from the Open Housing system to show Swindon Borough Council is compliant with the Health and Safety at work act and Statutory requirements.

Key Accountabilities

- Raising of bulk orders to both internal and external contractors to complete statutory compliance checks, safety testing and follow on repairs, using the Open Housing system.
- Monitor and manage all of the statutory compliance contracted services for Swindon Borough Council portfolio of buildings, ensuring all corporate statutory compliance is met and taking necessary actions to remedy.
- To manage and maintain the Servicing module within the Open Housing System, ensuring all Statutory Compliance / Risk item certificates are scanned onto the system and actively direct the move forward to electronic certificates and completion sheets.
- Produce reports for the Technical leads and ensure that where any statutory compliance obligation is due to lapse, swift action is taken to prevent this.
- To provide relevant and accurate data for the purpose of meeting Strategic Partnership KPI's and the effective management of the service subject to facility either IT or Resource.
- Assist Building Services officers, Corporate Health & Safety and relevant officers with Risk Assessments and Management of Internal and external contractors.

Supplementary Accountabilities

- To manage and provide guidance with regards to the Open Housing users and working together.
- Support the creation of SLA's via the tender process.
- Support the Building Services Team with new long term tenders for compliance activities.

- Carry out any duties within the sphere of the Compliance output spec, where competent to do so.
- As part of the Compliance Team, give advice and support to staff on compliance related issues where required to do so.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Experience

- Experience of working within a property related environment
- Experience of working with contractors
- Experience in working with computer / electronic IT programs.
- Experience of working with Excel and Word computer packages
- Good standard of general education

Knowledge / Skills

- Ability to communicate effectively with staff members, contractors, building managers and the general public.
- Have a sympathetic nature but be assertive in rejecting demands where finance etc. is unavailable
- Be fair but firm in dealing with contractual matters and claims.
- Have a working knowledge of computer programs, Word, Excel, Outlook etc.
- Be able to extract or deduce information from appropriate officers in order to prepare data submissions in relation to Compliance.
- Due to the nature of the work the job holder needs to reasonably physically fit

Qualifications

- Good standard of Education, including Maths and English.
- Current driving licence

Decision Making

The individual must be capable of clear and concise decision making in all matters relating to technical services management;

- Assist with day to day decisions in determining Health and Safety best practice.
- Prioritisation of workload
- Rational and appropriate understanding and use when passing issues up to Corporate Health & Safety, Building Services Surveyors and Engineers for decisions.
- Able to use initiative and rational decision making.

Creativity and Innovation

Balance achievable requirements against overall cost, without subjecting individuals and Swindon Borough Council to risk.

- Be able to work on own initiative and be creative in formulating solutions to reduce risk and cost, whilst maintaining and improving quality.

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| <u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• 12,000 Specialist servicing contractor orders. Typical tasks supervised/allocated to other <ul style="list-style-type: none">• Management of an apprentice.• Production of building services work orders• Payment of completed works orders | Budget Holder Responsibility Asset Responsibility: | No .No Council owned property |
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Contacts and Relationships (*how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council*)

- Maintaining good relations with tenants, leaseholders and building managers of Council owned property
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrative and live our organisational values and behaviours, this mean in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behavior style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Managing and negotiating contractual claims with contractors
- Ability to make site visits to inspect building premises throughout the Borough

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name:: |
| Date: | |