

<b>Job Title:</b> Capital Works Admin Officer	<b>Role Profile Number:</b> P/A
<b>Grade:</b> K	<b>Date Prepared:</b> July 2019
<b>Directorate/Group:</b> Property Maintenance	<b>Reporting to:</b> Capital Repairs Manager
<b>Structure Chart attached:</b>	

**Job Purpose**

The post holder will be responsible for raising capital works orders within the Open Housing system, collecting and storing completion certification and work related documents, paying of invoices. Proactively running reports from the Open Housing system to show Swindon Borough Council is compliant with the Health and Safety, Contract Standing Orders and for the purpose of performance monitoring.

**Key Accountabilities**

- Raising of bulk orders to both internal and external contractors to complete a wide range of capital works using the Open Housing system.
- To manage and maintain the various capital contracts within the Open Housing System, ensuring all completion certificates and O&M manuals are scanned onto the system, ensuring an adequate audit trail for goods, service or works is maintained
- Produce reports for the contract leads outlining spend, KPI's and current programmes of work for programme management purposes.
- To provide relevant and accurate data for the purpose of meeting Strategic Partnership KPI's and the effective management of the service.
- Assist Capital Works Managers, Corporate Health & Safety and relevant officers with Risk Assessments and Management of Internal and external contractors.
- Communicate both verbally and written with tenants, trades, and colleagues the progress of capital works, plan and keep records of capital works with the assistance of the project lead.

**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 capital works team with new long term tenders for major work activities.
- As part of the Capital Works Team, give advice and support to staff on major repairs 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.

### **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.

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• 1000 – 2000 Per Annum</li> </ul> <p><b>Typical tasks supervised/allocated to other</b></p> <ul style="list-style-type: none"> <li>• Management of an apprentice.</li> <li>• Production of building services work orders</li> <li>• Payment of completed works orders</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>.No</p> <p>Council owned property</p>
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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 demonstrate and live our organisational values and behaviours, this means in our work we are:

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

We display a communication and behaviour 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

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	