

Job Description

Administration Assistant Repairs Service

Date: July 2019

POST:	Administration Assistant
SERVICE:	Property Services
SECTION:	Repairs
BAND:	4
REPORTS TO:	Repairs Support Manager
RESPONSIBLE FOR:	N/A
TYPE:	Hot desking at Barleylands depot with secure network.

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation. Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

The Repairs team's purpose is to provide an effective support to the repairs operation carried out by our partner contractor Morgan Sindall. The team is responsible for dealing with customer and colleague enquiries, repair ordering, customer feedback, complaints investigation and response, performance management and recharge process. This work relates to repairs issues for Basildon Council Housing tenants and leaseholders, and also Corporate, Commercial and Community assets.

GENERAL INFORMATION

The Repairs Team is based at Barleylands depot.

DUTIES

1. To receive and process new repair requests, enquiries and complaints to a satisfactory conclusion, either face to face, by telephone, or email.
2. Carry out administrative functions relating to customer enquiries and ensure that appropriate records are maintained on appropriate systems.
3. To undertake data entry tasks and assist with operative scheduling and admin tasks as required including processing rechargeable orders.
4. To provide detailed advice to customer queries, complaints and requests as required.
5. Ensure all work is carried out in accordance with agreed procedures and timescales. To ensure that all service standards are adhered to and consistently delivered.
6. Undertake all the duties within the framework of Equal Opportunities.
7. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".

8. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Administration Assistant	Date Prepared:	July 2019
Department:	Repairs	Band:	4

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of working under pressure and to tight deadlines in a similar environment	✓		AF/I
1.2	Computer literacy, including Microsoft Office products and other system databases	✓		AF/I
2.	COMPETENCIES			
	DECIDING AND INITIATING ACTION			
1.1	<ul style="list-style-type: none"> a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people c) Takes initiative, acts with confidence and works under own direction Initiates and generates activity	✓		AF/I
	WORKING WITH PEOPLE			
2.1	<ul style="list-style-type: none"> a) Demonstrates an interest in and understanding of others b) Adapts to the team and builds team spirit c) Recognises and rewards the contribution of others d) Listens, consults others and communicates proactively e) Supports and cares for others f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses 	✓		AF/I
	WRITING AND REPORTING			
4.1	<ul style="list-style-type: none"> a) Writes clearly, succinctly and correctly 	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well structured and logical way e) Structures information to meet the needs and understanding of the intended audience 			
6.2	<p>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals 	✓		AF/I
7.2	<p>COPING WITH PRESSURES AND SETBACKS</p> <ul style="list-style-type: none"> a) Works productively in a high pressure environment b) Keeps emotions under control during difficult situations c) Balances the demands of work life and personal life d) Maintains a positive outlook at work e) Handles criticism well and learns from it 	✓		AF/I
3.	a) EDUCATION AND TRAINING			
3.1	A good level of literacy and numeracy required, educated to GCSE level or equivalent.		✓	AF/I