



Job Title:	Support Officer
Grade:	Grade 4
Section:	Technical Services
Reports to:	Support Team Supervisor
Responsible for:	None

The Job

Is to:

- provide administrative and clerical assistance to support the operational delivery of responsive, cyclical and planned property maintenance activities within Technical Services;
- always promote the service in a manner consistent with the Customer Charter, ensuring a high standard of Customer Care is always achieved;
- ensure that all legislative paperwork, orders and invoices are dealt with in a timely manner and an appropriate filing system is maintained; and
- ensure that performance is achieved, in line with agreed targets and timescales.

The Bigger Picture

You will:

- support office-based management teams and a field-based workforce complete all operational activities to the requirements of the business and its corporate performance indicators;
- work as part of a team to problem solve, respond to unforeseen operational difficulties and ensure services are delivered to the standards set; and
- undertake any other duties commensurate with the overall purpose of the job and the grade as requested by members of the management team.

The Day to Day

You will:

- provide effective administrative and clerical support for the department, under the direction of management. To include competent use of core business systems, typing letters, taking minutes in meetings, report writing, stationary stock control, photocopying /scanning, and general office duties;
- work with minimum supervision maintaining and improving working practices or procedures to improve the performance of responsive, cyclical and planned property maintenance activities;
- accurately update core business systems to reflect the current position of operational activities and service delivery where required;

- be the first point of contact in respect of enquiries from customer, tradespeople and colleagues within WDH, resolving these in a professional, mature and confident manner;
- ensure WDH tradespeople, sub-contractors and associated third parties are provided all the necessary work order and health and safety information to deliver services to meet the needs of the customer;
- distribute work orders to a variety of WDH tradespeople, sub-contractors and associated third parties as identified on operational workforce plans provided by management;
- capture all the necessary service documentation from operational teams and ensure these are stored accurately, correctly and in a timely manner – whether these are electronic or hard copy;
- promote health and safety awareness and ensure a safe working environment, in line with WDH's policy always;
- control petty cash, recording and receipting transactions;
- liaise with external contractors and other departments within WDH to ensure efficient processing of the tasks and duties you are asked to perform;
- be responsible for all administrative duties associated with the delivery of services within Technical Services;
- be an effective team member and contribute to the smooth running of the office both in terms of its efficiency and environment; and
- have a knowledge and understanding of WDH's Business Strategy, departmental plans and Customer Charter.

Personal Contacts:

Internal:	All employees and managers,
External:	Senior managers and officers; statutory, non-statutory agencies including local authorities, health trusts, voluntary and private agencies, government departments or agencies, councillors, tenants and residents, tenant and resident organisations.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns, which distinguish highly effective performance in a role. There are nine behavioural indicators, which are split into three principles; Determination, Nous, Attitude, and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications & Training			
A qualification at level 2 of the Regulated Qualifications Framework, such as GCSE's (three or more 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
An appropriate typing or word processing qualification.		✓	AF/CQ

Determination			
The ability to produce typed work which is to a high quality and that meets the appropriate departmental / corporate standard.	✓		AF/I
Experience in an appropriate office administration or housing related field	✓		AF/I
Clear verbal and written skills	✓		AF/I
Evidence of working in a customer focused environment	✓		AF/I
The ability to work in pressurised situations	✓		AF/I
The ability to input and retrieve information accurately using specific computer applications.	✓		AF/I
Excellent time management and organisational skills	✓		AF/I

Nous			
The ability to co-ordinate, interpret and present information in a logical format, both written and verbally.	✓		AF/I
Knowledge and practical experience of using IT systems as an information and management tools, including significant experience in Microsoft Office.	✓		AF/I
An understanding of and the ability to apply the appropriate legislation, policies and procedures for the delivery of the services within WDH	✓		AF/I
Knowledge and understanding of the WDH Vision and the Customer Charter		✓	AF/I
Decisive analytical and interpretation skills		✓	AF/I

Attitude			
Evidence of effective communications with stakeholders and managers	✓		AF/I
Evidence of a customer focused approach to service users	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance orientated culture	✓		AF/I
Highly committed to supporting the team, to meet the agreed standards and targets of the Service	✓		AF/I

Additional Requirements of the Role			
The post holder may be required to work outside of normal office hours on occasion.	✓		I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification