



Job Description

Job Title:	Support Officer
Grade:	Grade 4
Section:	Assets
Reports to:	Senior Assets Officer
Responsible for:	None

The Job

Is to:

- provide high quality administrative support to the Assets team and to promote the service at all times in a manner consistent with the WDH Customer Charter, ensuring a high standard of Customer Care is achieved at all times;
- ensure that correspondence is sent and enquiries dealt with, in line with agreed targets and timescales, and
- provide support to Senior Managers and other Service Managers within the team.

The Bigger Picture

You will:

- act as a point of contact within the team, assisting in co-ordinating appropriate responses as required;
- contribute to the continued improvement of customer service levels of satisfaction;
- help in the development of comprehensive works programmes and schemes in order to effectively deliver the organisations Asset Management and Investment Plans;
- supply and input information, and monitoring of data held on WDH IT systems in order to provide reports for internal and external use;
- support WDH's vision and objectives;
- be expected to work flexibly to the changing needs of the service;
- contribute to the development of links and partnerships with external agencies;
- maintain effective working relationships with internal services and external organisations, and
- undertake any other duties commensurate with the overall purpose of the job and the grade.

The Day to Day

You will:

- produce work to the agreed service standards. Such work will include daily correspondence, general reports, and minutes;
- assist in the housekeeping of ICT systems in accordance with network guidelines;
- have a comprehensive knowledge of IT programmes to allow easy access to data and provision of information;
- act as a first point of contact for the team;
- deal with telephone enquiries, appointments and take comprehensive messages for colleagues in line with the WDH Customer Charter;
- be actively involved with the delivery of specific projects within the Investment team within the prescribed deadlines;
- maintain necessary diaries, interview schedules and electronic mail facilities;
- be responsible for comprehensive administration functions including filing, photocopying and collating information and providing works orders;
- process payments and cheque requisitions in a timely manner;
- assist in the organising of events and attend where required;
- promote health and safety awareness and ensure a safe working environment, in line with WDH's policy at all times;
- be responsible for the administration of the postal system, including opening and logging of incoming post and processing of outgoing correspondence;
- be responsible for the maintenance of office equipment including telephone systems and report faults when necessary to maintain office efficiency at optimum levels at all times;
- be an effective team member and contribute to the smooth running of the Investment team, and
- handle all confidential information discreetly and sensitively.

Personal Contacts:

Internal: All employees and Managers within WDH.

All outside agencies as appropriate. Members of the public and tenants.

External:

Other statutory and voluntary agencies.

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 and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ

Determination			
Experience of processing data and typed work to a high standard.	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture.	✓		AF/I/R
Highly committed to supporting a multidisciplinary team with a flexible approach to meet the agreed standards and targets.	✓		AF/I/R
Excellent time management and organisational skills	✓		AF/I/R
Decisive analytical and interpretation skills.		✓	AF/I/R

Nous			
Significant experience in an appropriate office administration or housing related field.	✓		AF/I
Knowledge and practical experience of using IT systems as an information and management tool, including significant experience in the Microsoft Office 2010 suite or later.	✓		AF/I
The ability to analyse, interpret, coordinate and present information in a logical format, both written and verbally.	✓		AF/I
Effective negotiation Skills	✓		AF/I
The ability to demonstrate an understanding of equal opportunities in service delivery.		✓	AF/I
An understanding of the WDH Customer Charter, with the ability to implement the standards in a consistent manner.		✓	AF/I

An understanding of the methods of engaging with stakeholders and promoting tenant involvement at all times.		✓	AF/I
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Attitude			
Excellent customer care skills and evidence of a customer focused approach to service users.	✓		AF/I
Excellent interpersonal and communication skills.	✓		AF/I
Have a commitment to staff development initiatives.	✓		AF/I

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

Key

AF - Application Form

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

CQ - Certificate of Qualification