



Job description

Job Title: Housing Maintenance Administrator **Post No**

Grade: Band 5

Directorate: Housing and Communities

Reports to: Housing Asset manager

Purpose of the Job:

To provide the full range of business and administrative support to the Housing Asset Department by maintaining and developing efficient data and information systems, business processes and to promote the Council's customer orientated philosophy approach to service delivery.

Main tasks:

To provide accurate and timely management information as directed and to continually strive to improve systems of work to achieve maximum performance, in accordance the priorities of the Housing Asset Manager.

To support the property maintenance function, such as Right-to-buy (R2B), disrepair, voids and planned repairs programme and to populate and maintain accurate records.

To produce management reports and where necessary or directed, collate or amend raised reports or works orders.

To process invoices and prepare R2B files which include repair costings for Council House sales.

To maintain appropriate contracts for capital schemes, including the update of payments and the marking off of schedules and raised rechargeable accounts when required.

To maintain staff records such as leave and absence records.

To record, maintain and produce orders for minor disabled adaptations to Housing Assets.

To maintain Gas Service and maintenance contracts information and produce reports when directed.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

We Care: Valuing others and developing ourselves; committed and passionate about what we do.

We Innovate: Ambitious, creative and resourceful; responding positively to challenges.

We Achieve: Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person Specification

Experience, Skills and Knowledge

A motivated, diligent and enthusiastic team member who understands the importance of public service and has a genuine desire to contribute to the improvement of Council Services for the betterment of the people we serve.

The ability to work to strict deadlines and can priorities workloads to meet the outputs of the department.

Is an effective and inclusive team member and thrives when contributing to the wider key outputs of the department.

Knowledge and understanding of GDPR legislation and the importance of confidentiality and data protection policies.

Have the ability to use your own judgement when determining actions to take and when to escalate issues.

Have some experience of basic domestic property maintenance, preferably within a local authority area.

Has experience of taking accurate and detailed notes and producing accurate minutes of meetings with excellent attention to detail.

Understanding and knowledge of report writing and presentation skills and being able to deliver reports to various levels of the department including Team Leaders, Managers and Directors.

Has experience of working in a busy office environment and is confident when dealing with members of the public, including responding to telephone enquiries and responding to correspondence.

Experience in the production of relevant data, information or business metrics for inclusion in reports and presentations.

Have a good level of education including GCSE passes in English and Maths and be very confident and competent in using Excel as well as having a comprehensive knowledge of MS applications including Word and Powerpoint.