

JOB DESCRIPTION	
Job title:	Technical Support Officer (M&E and Compliance)
Service:	Housing Operations
Team:	Property Services Team
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Mechanical & Electrical Manager
Responsible for:	NA
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • Support the Mechanical and Electrical Manager with administrative duties with regards to planned programme of works (Capital Upgrades) • Support the Compliance Manager and Compliance Team with management of compliance data and administrative duties • To become the TCW (Compliance software) champion/super user. • Team member working with the Service Improvement Data Controller ensure compliance data is up to date, and distributed to relevant contractors. • To support the delivery of a high quality, effective and customer focused service to the Compliance Arena. 	

Operational Duties

- Liaise with the Compliance Officers, contractors and Systems Project Officer to ensure correct data is sent to contractors and data from all of the compliance contractors is centrally collated, recorded on our central database
- Manage the compliance Software (TCW) system on a regular basis to review actions or anomalies identified, ensure these are sent to compliance officers to review, action and correctly re-submitted
- Work with the Systems Project Officer with regards to monthly or ad hoc reporting requirement statistics, produce data charts, trend analysis.
- Be responsible for the compilation of compliance figures for reporting purposes from Compliance Officers, Compliance Manager and M&E Manager for Tenant Satisfaction Measures and monthly reporting.
- Maintain accurate records and ensure internal compliance systems are updated
- Ensure that all compliance records and management systems are current and updated, ensuring adherence with data protection and GDPR requirements.
- Provide support, assistance and cover across the Compliance Team and the wider Property Service Team when required
- To support with raising bulk orders for contractors as approved by compliance officers
- To support with administering 'no access' procedures including the escalation of cases, mail merges, legal referrals and data recording
- To manage the Compliance email Inbox and cascade queries to relevant officers and respond accordingly

Finance and Budgets

- Raise Orchard works orders as required
- Check invoices for accuracy within financial management systems.
- Provide information to the Compliance Manager, M&E Manager and Housing Operations Manager as required for budgeting and business planning purposes.

Team Work and Communication

- Work as part of a key part of the Compliance Team to ensure resilience and continuity of the compliance work streams
- Work in partnership with contractors, colleagues (from Property Services and the wider Housing and Corporate services) to take holistic approach to service delivery.
- Liaise with residents undergoing works in their homes to provide information, dealing with their needs sensitively, explaining technical plans or specifications to a non-technical audience.

Customer Service

- Corporate – Deliver excellent service to customers in line with published service standards
- Equality & Diversity – Actively promote the Council's Equality and Diversity policy in all aspects of your duties.
- Safeguarding – Adhere to effective safeguarding practice for vulnerable adults and children in accordance with the Council's policies, guidance and protocol.
- Dignity and Respect – Treat all colleagues with dignity and respect whilst at work so that they are able to, and encouraged to meet their full potential y working in a non-threatening environment free of harassment and/or bullying.
- Data Protection (GDPR) – Ensure that the principle of confidentiality and the requirements of the Data Protection Act (and future GDPR requirements) are fully applied to the work of your service area.
- Information Sharing – Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies.

Service Development and Improvement

- Contribute to service development plan and provide innovative solutions to improve services
- Investigate new initiatives for compliance management, products and systems, sharing ideas with the Compliance Manager.

Health and Safety

- Comply with all Health and Safety legislation for your area of work, ensuring that plans are prepared and adhered to and risks are identified, managed and monitored as required.

DIMENSIONS OF THE COMPLIANCE TEAMS ROLE

- Gas Safety Checks completed annually - circa 5000
- Legionella Checks completed annually – circa 300
- Fire Risk Assessments (including reviews) completed annually – circa 300
- Fire Safety Remediation works following assessment
- Electrical Tests completed annually – currently circa 1000
- Asbestos management surveys completed annually – circa 1000
- Lift Services completed (stair/passenger) completed annually – circa 100
- Combined contracts responsible – approximately 10

AREAS OF ACCOUNTABILITY

- Develop a strong understanding of the contracts you are administrating
- Processing high volumes of data and certification from compliance contractors.
- Develop knowledge of the Councils key Compliance Policies and Procedures
- Achieve agreed objectives set with the Compliance Manager, with measurable success indicators

PLANNING/ORGANISING/CONTROLLING/ PROBLEM SOLVING/ DECISION MAKING / SCOPE FOR IMPACT

- Provision of technical systems advice and expertise for all enquiries to do with the compliance data management, in order to assist with solving problems by implementing action plans which will minimise risk and liability for the Council.
- Making court applications.
- Provide information to the Compliance Manager to respond to complaints or Council Member enquiries

CUSTOMERS AND CONTACTS

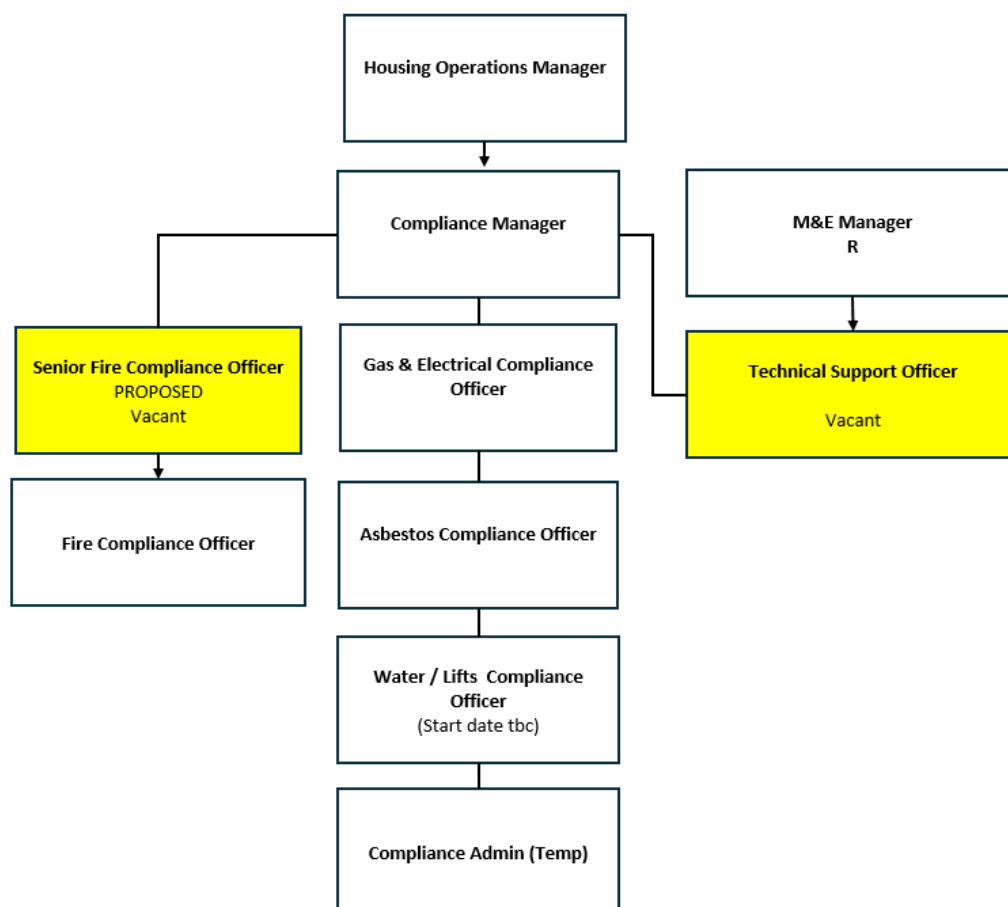
INTERNAL

- All staff including Management Board, Executive Members including the portfolio holder for Housing Services and Ward Members

EXTERNAL

- Contractors, suppliers, service providers, tenant and resident groups, partnering agencies, leaseholders and members of the public.
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SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Good general standard of education at GCSE level or equivalent. Evidence of literacy and numeracy.	A/C	Knowledge of Housing /compliance systems	A/I
	Well-developed IT skills with good knowledge and skills of Microsoft Office at intermediate to advance level.	A/I	Member of recognized professional body – or working towards membership	A/C
	General administrative / clerical experience	A/I		
KNOWLEDGE /TECHNICAL SKILLS	Experience of project administration	A/I	Knowledge of social housing and tenancy agreements including no access procedures.	A/I
	Good Knowledge of health and safety practices	A/I	Experience of dealing with vulnerable residents	A/I
	Well-developed IT skills with knowledge of Microsoft Office at intermediate to advance level. Ability to use and understand Databases and Excel to an advanced level. With ability to analyze large quantities of data.	A/I	Awareness of Safeguarding	A/I
			Budgetary management experience and cost control.	I
		I		

COMMUNICATION	Understanding of and commitment to promoting equality and diversity in service delivery and employment. Demonstrates a wide range of communication methods most effective for the situation and individual needs.	I	Experience of producing reports in a variety of formats to be presented at operational, corporate or strategic levels.	A/I
	Accurate spoken English is essential for the post	I		
CUSTOMER SERVICE TEAM WORKING	Demonstrate the ability to obtain and analyze customer feedback to facilitate an ethos of continuous service improvement	A/I		
	Demonstrate effective team working through the successful delivery of projects and goals	A/I		
	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I	Experienced at utilizing resources to ensure that service is delivered in efficient and effective ways to meet goals and targets.	A/I
	Demonstrate experience or understanding or teamworking. What effect this had on outcomes.	A/I		
MANAGING SELF AND OTHERS	Ability to make effective decisions ensuring that all considerations are taken into account	A/I	Experience leading a team and the strategies employed.	A/I
CAN DO APPROACH /	Demonstrate commitment to delivering high quality results	A/I		

ACHIEVING RESULTS				
CAN DO APPROACH / ACHIEVING RESULTS	Evidence of flexibility adaptability and responsiveness to changing needs and circumstances	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

A = Application CV/Personal Statement
C = Certificates/professional Registration
D = DBS police check
E = Exercise
I = Interview
M = Medical assessment

For Official Use only			
Job title:		Post no:	
Service:	Housing	JE score:	228
Team:	Property	Pay band:	8
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2/3	
	Customer Service:	2/3	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results:	2/3	
REVIEWED BY:	Housing Operations Manger	DATE:	June 2024
CHECKED IN:		DATE:	
LAST UPDATED:		DATE:	