

Support Officer

Grade:	Grade 4
Team:	Property Services
Reports to:	Support Team Supervisor

About the Job

- 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.
- Ensure that performance is achieved, in line with agreed targets and timescales.

You'll be trusted to

- 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.
- 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 Vico Homes, resolving these in a professional, mature and confident manner.
- Ensure Vico Homes 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 Vico Homes 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 Vico Homes policy.
- Control petty cash, recording and receipting transactions.
- Liaise with external contractors and other departments within Vico Homes to ensure efficient processing of the tasks and duties you are asked to perform.
- Be an effective team member and contribute to the smooth running of the office both in terms of its efficiency and environment.
- Have a knowledge and understanding of the business strategy, departmental plans and customer charter.
- Undertake any other duties commensurate with the overall purpose of the job and the grade as requested by members of the management team.

Who you'll work with:

Internal: All Vico Homes colleagues

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.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



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.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
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
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
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 Vico Homes	✓		AF/I
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
The post holder may be required to work outside of normal office hours on occasion.	✓		I

An appropriate typing or word processing qualification.		✓	AF/CQ
Knowledge and understanding of the WDH Vision and the Customer Charter		✓	AF/I
Decisive analytical and interpretation skills		✓	AF/I

Key

AF - Application Form

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

CQ - Certificate of Qualification