

<b>Designation:</b>	Asset Information & Support Officer
<b>Grade:</b>	Stroud 4
<b>Hours:</b>	37 hours per week
<b>Location:</b>	Ebley Mill, Stroud
<b>Job Purpose:</b>	To assist and support the Senior Asset Data Officer in the collection, and collation of asset data, validation and updating of data into corporate asset management and repair systems
<b>Responsible to:</b>	Senior Asset Information & Support Officer

## KEY DUTIES

- To assist the Senior Asset Information & Support Officer in the management, reporting, and collation of stock data and performance information for the Housing Contracts team.
- To provide asset related information, reports, financial forecasts to Operational, Financial and Business Support teams.
- To ensure that the information collected and maintained within the Keystone Asset management database and other repairs and maintenance databases is relevant, and up-to-date to facilitate regular reviews and sustainability appraisals of the Councils housing stock and related assets.
- Work closely and effectively with the senior data officer, technical officers, and other service managers, in producing Keystone reports and financial forecasts.
- Assist in the stock condition collection process and ensure compliance with best practice.
- To assist in the inputting and verification of data following stock condition surveys and following completions of work undertaken by the department.
- Assist in the development of the asset database, and refine the stored information to provide supporting financial and numerical information for planning and business needs.
- To act in a support role to the team on all statistical reporting and I.T user issues liaising with the Council's I.T team.
- Assist in the development and implementation of new and existing I.T systems within the Housing Contracts team.
- To act in a support role to the team on all statistical reporting and IT user issues liaising with the Council's IT team.

- Act as point of contact for asset system users in other service areas, providing training and query resolution as required.
- Create, implement and maintain process maps and document control systems for contract procedures.
- Collect performance raw data including customer satisfaction data and produce reports of findings for use by department managers.

Work subject to deadlines involving changing problems, circumstances or demand

## SKILLS AND KNOWLEDGE

- Ability to interpret and analyse complicated data sets
- Co-ordinate collection and upload of stock condition data
- Supporting with presentation and training
- Understanding of Asset Management and property issues
- Have a high degree of analytical ability
- Good general education or equivalent experience
- Good written and verbal communication skills
- Experience of working with the public
- IT skills to include databases and word processing
- High level of experience and ability using spreadsheets data bases (Access, MS Excel)

Ability to undertake work of a variety of advanced tasks confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline

## COMPLEXITY AND CREATIVITY

Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to post holder's line manager.
- Examining various reports, invoices and records and highlighting to the post holders' line manager anything where further investigation may be required or a decision needs to be made.

Work is carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines

## CONTACTS

- Suppliers and contractors
- Members of the public, tenants and leaseholders
- Members of the Council
- Members and staff of other local authorities/partner agencies

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

## RESOURCES

Responsible for the proper use and safekeeping of small items of equipment and low cost materials, and for the accurate handling and security of small sums of cash and cheques.

## TRAVEL DESIGNATION

HMRC Mileage rates will apply.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*