

Designation:	Contract Support Officer
Grade:	Stroud 4
Hours:	37 hours per week
Location:	Ebley Mill, Stroud
Job Purpose:	To provide comprehensive contract administration support on live contracts and take a leading role in the business administration function.
Responsible to:	Senior Asset Information & Support Officer
Responsible for:	The direct supervision of the Housing Contract Apprentice

KEY DUTIES

- To be responsible for the management of the Housing “Contracts Register” ensuring compliance with legal requirements
- As a credit card holder you will be responsible for processing payments required for the Service
- To be responsible for compiling monthly, quarterly and annual performance and financial statistics for our live contracts
- To be responsible for comprehensive administration support to Housing Contracts including word processing of reports and letters.
- To ensure all contractual meetings have excellent support including minute taking, file management and identified risk documented on appropriate risk registers
- To be responsible for the opening of the daily post, processing of cheques and monies, and monitoring of letters as part of KPI returns.
- To assist in the stock condition collection process and ensure compliance with best practise and proactively gaining customer satisfaction by various avenues e.g. conducting telephone surveys
- To Co-ordinate in the inputting and verification of all asset data following stock condition surveys and following completions of work undertaken by the department
- To provide cover based on needs of the business as necessary but in particular for repairs advisors and gas schedulers
- To be responsible for Document Imaging System, including Housing Contracts file management, preparation of paperwork for scanning, data capture and storage in accordance with Data Protection and Access to Information legislation
- To be responsible for the direct supervision of staff and carry out management duties such as 1-2-1s.

SKILLS AND KNOWLEDGE

- Good level of general education with a minimum of 5 GCSEs including Maths and English or relevant experience.
- Proactive, takes initiative and well organised
- Excellent written and verbal communication skills
- IT skills to include all Microsoft packages
- Co-ordinate collection and upload of stock condition data
- Experience of utilising Asset Management Databases
- High level of experience and ability using spreadsheets data bases (Access, MS Excel)
- Ability to manage extensive records and financial control systems to meet legal requirements
- Able to work with figures and present in a clear and concise format
- Experience of managing and developing staff
- Experience of working with the public.
- An understanding of contract management

COMPLEXITY AND CREATIVITY

Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to potholder's line manger
- 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.
- The ability to recognise areas for system and process improvements

CONTACTS

- Members of the council,
- Members and staff of other local authorities'/housing providers'/partner agencies
- Suppliers, contractors and members of the public including Tenants and leaseholders
- Regular contact with Senior Management
- 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 management of the services credit card
- Responsible for the accurate handling and security of small sums of cash and cheques

TRAVEL DESIGNATION

HMRC

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.