

Designation:	Senior Maintenance Advisor
Grade:	Stroud 4
Hours:	37 hours per week
Location:	Ebley Mill, Stroud
Job Purpose:	To supervise the maintenance advisors and provide a comprehensive administrative support service to the Repairs Team
Responsible to:	Senior Asset Data Officer
Responsible for:	The Direct supervision of the Maintenance Advisors

KEY DUTIES

- To provide support and guidance to the maintenance advisors and support service. Act as a point of contact for the team, facilitating innovation, training, to ensure the service provides excellent customer services.
- Ensure that all office routines and procedures relating to the Responsive Maintenance Service are effectively performed and maintained including producing reports of completed works and processing payment of invoices to the Council's contractors in accordance with Council policy and procedures.
- To liaise with key stakeholders to develop comprehensive customer care procedures. Use resident's feedback to inform and continuously improve services.
- To be responsible for the daily and cyclical maintenance of information within the integrated computer system relating to Responsive Maintenance including the annual uplift of the Schedule of Rates and Year End procedures.
- Undertake training of new and existing users and ensure that the Responsive Maintenance module of the integrated computer system is effectively used.
- Support the Repairs and Voids Manager in the management of budgets tracking of spend on capital and revenue projects to maintain budgetary restraints. When necessary proposal and discussion of remedial action to ensure spend remains within target.

Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of staff management
- Experience of managing budgets and expenditure.
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload

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

- Designing and implementing system queries to provide statistical information
- Ability to train new and existing contractors in common IT systems
- Ability to handle new contract requirements, schedule of rates changes, appointment systems and payment uplifts
- Responds to queries and complaints

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

JUDGEMENT AND DECISIONS

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

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

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

Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

Casual car user.

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.