


## GLPC Job Description

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|  | <b>Job Title</b>               | Contract Officer            |
|   | <b>Directorate</b>             | Resident Services           |
|   | <b>Department</b>              | Property Services           |
|   | <b>Grade</b>                   | SO2                         |
|   | <b>Reports to</b>              | Major Refurbishment Manager |
|   | <b>Staffing Responsibility</b> | None                        |

### Job Purpose:

1. Ensure that a comprehensive and high quality administrative function is provided to support the Property Services Team, which is effectively and efficiently provided with flexibility to ensure continuity of service delivery.
2. Support the maintenance of asset management data and customer/stakeholder engagement for the effective delivery of the investment, repairs, servicing and cyclical programmes. Ensure that comprehensive records are maintained and retained to support the monitoring of performance and expenditure.
3. Manage all documentation and preparations required to take legal actions to enforce tenancy and leasehold agreements for all Property Services issues including gas forced entries and planned works. Manage the entire forced entry process in line with housing and leasehold legislation.
4. To work in conjunction with the managers to ensure the work of the Property Services team is carried out in an effective, efficient and economic way, reflecting the requirements of the performance standards to provide best value outcomes to the Council, its customers and other stakeholders.
5. Manage and monitor the performance and quality of processes and the outputs and outcomes of the Property Services Team and its contractors and consultants, providing regular reports upon the findings.

### Principal Accountabilities and Responsibilities:

1. To support and co-ordinate the Property Services teams, ensuring that all aspects of the service are delivered within target and compliance with the statutory and regulatory obligations of the Council.
2. To provide high levels of technical administrative support, ensuring robust systems are developed and maintained to deliver all aspects of work with information readily available to relevant staff.

3. Support and maintain accurate and up to date records of proposed and completed planned works suitable for asset management and finance purposes. Ensure that completed works records at a property and component level are recorded accurately, that appropriate certificates are recorded, and that any contractual undertakings in relation to defect liabilities and warranties are identified and monitored.
4. Working in conjunction with the Property Services Teams, support the preparation and issue of tender documentation, consultant briefs, programmes of testing, inspections and servicing that will ensure that the teams' obligations are delivered.
5. Manage the administration of programmes such as arranging project meetings, taking accurate minutes and ensuring agendas and relevant items for agendas are prepared in advance and ensure that follow-up action is taken, as required.
6. Create and maintain up to date project and programme files and provide monthly statistical and qualitative information to managers and other stakeholders in respect of performance indicators, progress against targets and budgets, project risks, issues, project milestones and other project essentials.
7. Control the programme documentation, maintain the programme and project plans, maintain the programme risk registers, monitor action plans, manage resource planning, draft process maps and coordinate general project activities.
8. Assist in compiling tendering and procurement documentation and controlling and monitoring tender returns. Preparing leaseholder consultation data and costings.
9. Assist in monitoring performance by gathering relevant data and producing statistical reports. Organise site surveys, work inspections, work valuations and subsequent reporting for property services colleagues. Chase up contractors and other parties as required. Produce reports in the prescribed format on a regular basis.
10. Arrange purchase orders, payment to contractors and monitor valuations. Monitor project budgets vs actuals, raising issues as appropriate to the Property Services colleagues.
11. Fully utilise IT systems to ensure the effective creation of works orders, budgets, payments etc. as required in support of the Property Services teams. Manage programme databases and trackers on a day-to-day basis. Set up, maintain and input relevant progress data on a regular basis in order that databases are kept up to date.
12. Ensure accurate and timely recording of the testing and inspection programmes in relation to landlord compliance, ensuring certificates are recorded, checked and are in line with the Council's policies and procedures. Ensure instances of non-compliance and additional/remedial work are identified to the relevant member of staff, and monitor the undertaking and completion of these works.
13. To ensure that effective processes are in place for testing and inspection, are clearly communicated to staff and customers and are regularly reviewed in line with current legislation and best practice recommendations.
14. Manage the tenancy and leasehold enforcement for the service in line with housing and leasehold legislation. Produce documentation and preparations required take legal actions for the Property Services teams working with internal and external stakeholders

and appearing in court as lead witness for the Council.

15. Organise works necessary to force entry to properties to carry out compliance servicing, and co-ordinate all parties required i.e. locksmith, Police etc. Attending forced entries to represent the Council.
16. Maintain comprehensive records on the Council's landlord compliance statutory and regulatory obligations per property, ensuring they are accurate records and held in accordance with policies and procedures. Track compliance progress weekly, reporting any slippages or issues immediately, liaising with service providers and stakeholders accordingly to rectify issues arising.
17. Act as a first point of contact for day to day enquiries and complaints from staff and customers with regards to the delivery of the Property Service, recording and processing complaints in accordance with the Council's recognised procedure. Liaise with complainants, contractors, colleagues and others, and draft suitable responses to complaints within the deadlines given. Ensure contacts are actioned in line with Council policy. To liaise with all sections of the Council to ensure the successful delivery of all planned projects and programmes including compliance for all Property Services Teams.
18. Administration of and drafting responses together with supporting data for Freedom of Information requests.
19. Promote and facilitate customer involvement in the shaping of plans for delivering and developing the service. To ensure that appropriate mechanisms are in place to ensure effective feedback is received and used to improve satisfaction levels and service delivery to fully meet the needs of our customers.
20. Maintain and update technical knowledge of all relevant legislation related to the safe and successful delivery of Asset Management services.
21. Support consultation with customers on repairs and service charges that require Section 20 notices ensure follow on actions are recorded and feedback is taken into account.
22. Manage and maintain the key management system and keys contained therein. Issue, record and receive keys to and from various stakeholders on a regular basis. Order new keys as necessary to maintain adequate stocks.
23. Support the Council's channel shifting ambition, by promoting online transactions.
24. Offer proactive resolution of customers' complaints and members' enquiries regarding the service ensuring all issues are remedied and a formal response is provided concluding the case within legislative framework.
25. Engage in organisational change activities and actively look for ways to improve service efficiency and develop a continuous improvement approach in service delivery.
26. Maintain accurate customer records in all required systems both in the office and out on site including logging of customer feedback and engagement activities in real time.
27. Attend meetings out of normal hours as necessary.
28. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

29. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
30. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
31. Undertake any other duties commensurate with the general level of responsibility of this post.

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| <b>DBS Status</b>             | Basic |
| <b>Politically Restricted</b> | No    |

## Person Specification

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|  | <p><b>To be identified by:</b><br/> <i>Application Form(A)</i><br/> <i>Test/assessment (T)</i><br/> <i>Interview (I)</i></p> |
| <p><b>Qualifications and Professional Membership requirements:</b></p> <ol style="list-style-type: none"> <li>1. Educated to GCSE level or demonstrable ability to operate at this level.</li> </ol>   | <p>A</p>   |
| <p><b>Knowledge:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of project administration.</li> <li>2. Knowledge of Landlords gas safety obligations and other areas of compliance.</li> <li>3. Knowledge of fire safety.</li> <li>4. Knowledge of Landlord property access requirements and enforcement procedures.</li> </ol>   | <p>T<br/> <br/> <br/> </p>   |
| <p><b>Experience:</b></p> <ol style="list-style-type: none"> <li>1. Relevant experience in a customer service office environment.</li> <li>2. Experience of performance monitoring, resolving service failures.</li> <li>3. Experience in database management, word processing and spread sheet packages (Microsoft Office), preparing and presenting reports.</li> <li>4. Experience of working in partnership with a range of different stakeholders, contractors, and internal service teams to deliver successful outcomes.</li> <li>5. Experience working largely autonomously to manage own workload and prioritise tasks both on-site and in the office.</li> </ol> | <p> <br/> <br/> <br/> <br/> </p>   |

**Skills and abilities:**

1. Ability to assess information from a range of sources and draw logical conclusions.
2. Able to manage tasks to achieve successful outcomes.
3. Able to present information in a clear and concise manner to enhance communication.
4. Able to think objectively, consider different options and make recommendations.
5. Skilled in communicating with diverse range of contacts and influencing people.
6. Able to manage own time effectively and to deal efficiently with several different tasks.
7. Able to work under pressure and meet deadlines.
8. Able to make decisions and implement solutions.
9. Able to write accurate and concise reports, letters and summaries.
10. Competent in use of IT systems including standard MS Office applications.
11. Able to prepare statistics and assess data.
12. Awareness of the requirements of the Data Protection Act.
13. Ability to work 'on the go' using mobile technology.

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