JOB DESCRIPTION

JOB TITLE: Service Co-Ordinator

GRADE: GR5

NO OF POSTS: 1

DIVISION: Central Housing Services

SECTIONS: North/Central-West (College Road)

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE

1.1 To lead a team of Contract Works Officers responsible for the management, monitoring and audit of the Repair / Gas / Void repair function and administration of Surveying and Contract matters for one Repair contract area within the City. To monitor and manage commissioned resources, relating to all Repairs / Void / Gas Service Delivery and pre and post contract activities in respect of existing and future projects within any area of the City. To work closely with a Repair Contractor to ensure the delivery of the Repairs / Void / Gas repair service inline with Departmental policy.

1.2 To assist the Contract team Manager/ Senior Services Manager with the implementation of performance and service improvement plans.

1.3 Will act as Contract Administrator in respect of Contracts as required.

1.4 Responsible for monitoring the implementation of the objectives of the Health and Safety Policy.

1.5 From time to time you will be required to help identify your training needs in partnership with your manager, develop strategies to enable you to meet those needs in line with the objectives of the organisation. You will be responsible for the induction of new starters, identifying, monitoring and evaluating the training needs of all employees in your area of control in line with the needs of the organisation. This will include acting as a coach, mentor and assessor.

2.0 DUTIES AND RESPONSIBILITIES

The post holder will be responsible for the following activities.

2.1 Will control and direct in accordance with Council's policy objectives the delivery of the Repairs / Void / Gas, Repairs Service within a defined area in the City.
2.2 Will monitor the performance of both staff and repair contractors to ensure effective delivery of service in accordance with policy and to achieve value for money.

2.3 Will contribute to the development of policies and procedures relating to Repairs / Void / Gas management.

2.4 Will prepare and present, as appropriate, reports on the performance of the work area(s) under his or her control.

2.5 Will ensure that all activities under his/her control are undertaken within approved budgets and in accordance with Council's Standing Order and Financial Regulations.

2.6 Will monitor the implementation of Health and Safety policy by officers and contractors.

2.7 Will manage all Technical, Professional Contracted or related staff under his/her control.

2.8 Will carry out contract administration functions as required to meet overall targets and objectives of the Area Team.

2.9 Will manage the rechargeable repair process in accordance with BCC policy within a defined area of the city.

2.10 Will coordinate the work of tenant representatives within an area.

2.11 Will provide technical and professional advice on problems associated with contractual functions relating to Repairs / Void / Gas policy.

2.12 Will support the Contract Team Manager/Senior Service Manager in the coordination of teams (including Contract Professionals if required), Technical and supporting personnel in the development and administration of projects, schemes and contracts, including consultation process.

2.13 Will ensure that all changes in policy or practice are communicated to staff and repair contractors, providing training and guidance as appropriate to ensure that changes are implemented consistently.

2.14 Will liaise with other repair functions to ensure provision of a coordinated repairs service.

2.15 To assist the Contract Team Manager/Senior Service Manager, providing input/information as required; with the monitoring of budgets for the area of the City for which they are responsible.

2.16 To implement the City Council's human resources covering disciplinary matters, grievance, sickness, performance management and racial and sexual harassment.

2.17 To deputise for the Contract Team Manager/Senior Service Manager as required.
2.18 To assist the Contract Team Manager/Senior Services Manager in the provision of obtaining Benchmarking information relating to the provision of the Service measured against similar organisations.

2.19 In management, use and deployment of resources to meet Departmental targets and objectives and the provision of an effective service overall. Decisions related to day to day technical and contractual matters.

2.20 Develop and improvement of maintenance reports/financial and statistical returns. Contribute to the continual improvement process.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Contract Team Manager / Senior Service Manager

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.

2. Left to work within established guidelines subject to scrutiny by supervisor.

3. Plan own work to ensure the meeting of defined objectives.

4. Direction and guidance on all professional/technical and surveying related matters.

5.0 SPECIAL CONDITIONS

5.1 Occasional attendance at meetings outside office hours as appropriate.

5.2 Car owner/driver – casual allowance payable.

5.3 The post is politically restricted under the provision of the Housing and Local Government Act 1989.

5.4 Thorough knowledge of Building Construction, relevant Legislation and Regulations, Financial and Standing Orders. Comprehensive people management to meet service objectives.
**Person Specification**

**Post:** Service Co-Ordinator (Gas)  
**Grade:** GR5  
**Division:** Central Housing Services  
**Section:** North/Central-West (College Road)  
**Directorate:** Place

**Method of Assessment (M.O.A.)** A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
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| **Education/Qualifications**  
NB: Full regard must be paid to overseas qualifications. | A Technical background which includes experience of:-  
- A Gas / Building Related Qualification to a minimum standard of HNC Building, Building Related Degree, CORGI / Gas Safe Registration.  
- Identification and diagnosis of building faults, Building Regulations, Health and Safety legislation, and Financial regulations  
- Thorough knowledge of Terms of Contract Specification and Contract Conditions. | AF / I |
| **Experience**  
(Relevant work and other experience) | Will have knowledge/experience in the following areas of work:  
- Void and General repairs  
- Process Auditing  
- Disrepair & Litigation  
- Programmed Works  
- Engineering Services | AF / I |
| **Skills and Ability**  
e.g. written communication skills, dealing with the public etc. | An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by **Part 7 of the Immigration Act 2016**  
Ability to manage and co-ordinate resources to deliver within required priorities and targets.  
Communication skills: -  
- Written ability to prepare clear, well-reasoned letters and reports, both narrative and statistical.  
- Use of relevant IT packages including word, Excel,  
- Verbal communication skills to accurately relay information.  
Management and control of commissioned consultants.  
An understanding of the requirements of teamwork and the ability to work as part of a team. | AF / I |
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<th>Skills &amp; Ability</th>
<th>A demonstrable understanding of the Councils Equal Opportunities Policy and how to translate an equalities approach into service delivery.</th>
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<td>An ability to monitor a budget.</td>
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<td>A commitment to the delivery of the highest quality of service with an emphasis on the importance of the Customers varied needs. This will include Consultation with Residents and the translation of their needs into practical solutions.</td>
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<td>Training</td>
<td>The ability to effectively manage staff, including coaching, training and development.</td>
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<td>Other</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.