

JOB DESCRIPTION

JOB TITLE:	GPS Works Co-ordinator (Repairs)
GRADE:	GPS Grade 5 (£17,891 - £20,456)
REPORTING TO:	Repairs Supervisor
RESPONSIBLE FOR:	GPS Administration Team

ROLE SUMMARY

The post holder will be primarily be responsible for the administrative coordination of the contract repairs and maintenance service in order to support compliance with statutory responsibilities in respect of repairs and maintenance and planned works. To act as a first point of contact for both internal and external customers regarding the annual service and certification of appliances and ensuring all associated documentation is accurate and up to date.

The role is generic but the post holder will primarily support the work of the Repairs Supervisor contractor function, but will also on occasion support other service areas including gas servicing and repairs, void and improvement schemes functions.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- To be primarily responsible for the maintenance and implementation of an up to date administrative coordination service for the GPS repairs and maintenance functions, in relation to supporting it's safe and effective delivery including the revision of delivery programmes and arrangements when required.
- To maintain accurate and up to date data records for all safety certificates. To highlight and deal with areas of potential non-compliance in a timely manner and within the guidelines set out in CDHG policies.
- Acting as first point of contact for customers, referring queries to others as appropriate and ensuring that programmes are met or amended to accommodate emergency repairs and resolve where appropriate
- To support the effective co- management of the GPS Administration Team to ensure appropriate use of resources and operational performance.

- To prepare and analyse a wide variety of reports and performance information within designated deadlines
- To raise purchase orders and requisitions on CDHG finance system, monitor progress on those orders and assist in the approval and completion process.
- To coordinate access to properties with customers where GPS has failed to gain access.
- Assist with the development and maintenance of computer and administrative systems including the Housing Management System.
- Coordinate relevant GPS trade team meetings, and administer agendas, minutes and action plans arising from the minutes.
- Provision of administrative support in the procurement and daily management of GPS vehicle fleet to help ensure an effective and efficient fleet service is maintained.
- Provision of administrative support in the collation and co-ordination of all HR and payroll related information within specified deadlines.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Comply with Group confidentiality and information security policies at all times
- Your duties may vary from time to time within the broad remit of your role and grade and you are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> NVQ 3 in Business Administration (or equivalent) 	<ul style="list-style-type: none"> Evidence of further continued professional development 	<ul style="list-style-type: none"> Application Form Selection Process Pre-employment checks
Experience	<ul style="list-style-type: none"> Experience gained within a technical administrative role Experience of dealing directly with customers Experience in the use of various IT and finance systems 	<ul style="list-style-type: none"> Financial awareness Management of petty cash Experience in the effective supervision of teams Experience of programming work and monitoring work orders 	<ul style="list-style-type: none"> Application Form Selection Process
Skills/knowledge	<ul style="list-style-type: none"> Ability to analyse and process technical data. Self motivated and able to work with minimal supervision Good communication and interpersonal skills. Well organised; flexible, committed, enthusiastic and innovative. A good understanding and use of IT packages e.g. spreadsheets and word processing applications 	<ul style="list-style-type: none"> Knowledge of processing / checking timesheets 	<ul style="list-style-type: none"> Application Form Selection Process

Values

<p>People first: People are at the heart of everything we do. In our communities the way we listen and respond to people will determine the way we grow. It is only by connecting with and trusting people that living can be fully brought to life.</p> <p>Outstanding delivery: Push the boundaries of customer service and added value through proactive behaviour. Because the smallest detail can make the biggest difference, outstanding must be the new standard and the new routine.</p> <p>Proud communities: Taking responsibility and feeling confident only occurs when there is a sense of pride and optimism at home. Positive steps lead to more positive steps and as a result, there is an ability to create and seize better opportunities</p>		<ul style="list-style-type: none"> • Application Form • Selection Process
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