

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	<b>Planner and Administration Officer</b>
<b><u>PAY BAND :</u></b>	<b>Band 4</b>
<b><u>JOB EVALUATION NO.</u></b>	<b>D3257</b>
<b><u>REPORTING RELATIONSHIP</u></b>	<b>The post holder reports to the Housing Repairs Co-Ordinator</b>
<b><u>JOB PURPOSE :</u></b>	<b>To operate the combined appointment and administration function</b>
<b><u>POST NO.</u></b>	<b>POS000721</b>
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	<b>Level 1, Expected Competencies for all employees</b>

**MAIN DUTIES/RESPONSIBILITIES**

1. Ensure maximum productivity from operatives by the maintenance of full diaries on a daily basis for each relevant operative on DRS.
2. Carry out the administration of relevant systems: DRS, Open Contractor, Orchard.
3. Deal with and process high level repairs, raise, book in and oversee all repair requests.
4. To ensure trade operatives and supervisors communicate in a timely and accurate manner about the progress of work, in order to schedule the workload to meet tenants' requirements.
5. Ensuring timesheet data is accurately recorded and reported for finance reconciliation.
6. To support the administration of the purchasing and contracts officer.
7. To assist in maintaining procedures to ensure that quality management systems are robust and effective.
8. To investigate and complete outstanding job tickets on Open Contractor, DRS and Orchard to ensure correct financial figures are achieved.
9. To ensure customers are provided with a quality service which meets customer expectations and reduces repeat enquires.
10. To provide support to other housing staff dealing with customer enquiries, repairs applications, recovery and enforcement actions, where required or requested to do so.

11. To liaise with tenants, alongside agencies, suppliers and internal customers in scheduling of housing repairs, appointments, communicating details and any changes with tenants, operatives and staff within the council as required.
12. To personally deal with and aim to resolve all enquiries received at the first point of customer contact to signpost customers to other council and non-council services where appropriate.
13. Carry out the administration of the gas servicing procedure to ensure all properties are compliant.
14. To ensure completion of all Periodic Electrical Testing, 6 monthly full tests, monthly testing and emergency lighting.
15. To ensure daily qualifying jobs are passed over to CCTV with the relevant and correct information.
16. Operate a customer care call back to audit the level of satisfaction of repairs and maintain and/or contribute to the Key Performance Indicators.
17. To communicate effectively with tenants and operatives in respect of appointments.
18. To assist in maintaining procedures to ensure that quality management systems are robust and effective.
19. Ensure key data is entered into relevant IT systems for Housing and Building Services.
20. To support change management within Housing and Building Services in a pro-active manner.
21. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
22. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
23. Carry out your role in line with the Council's Equality agenda.
24. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
25. Any other duties of a similar nature related to this post that may be required from time-to-time.
26. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
27. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

**Date: August 2020**

**DARLINGTON BOROUGH COUNCIL**

**PERSON SPECIFICATION**

**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**PLANNER AND ADMINISTRATION OFFICER**

**POST NO. POS000721**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	<b>Qualifications &amp; Education</b>		
<b>1</b>	4 GCSEs (Grade A*-C) or equivalent		<b>D</b>
<b>2</b>	NVQ level 2 in a related field, such as business administration or customer services		<b>D</b>
	<b>Experience &amp; Knowledge</b>		
<b>3</b>	Experience of administrative functions within a housing repairs or similar environment	<b>E</b>	
<b>4</b>	Experience of working within policies and procedures with the use of initiative to respond to situations	<b>E</b>	
<b>5</b>	Experience of working in a Social Housing environment		<b>D</b>
<b>6</b>	Previous experience in the use of Orchard Housing, telephony and DRS systems		<b>D</b>
	<b>Skills</b>		
<b>7</b>	Ability to work under pressure and prioritise workloads to meet deadlines and targets	<b>E</b>	
<b>8</b>	Ability to demonstrate customer care skills	<b>E</b>	
<b>9</b>	IT Literate, capable of using MS Word, Excel, Access and other office packages	<b>E</b>	
<b>10</b>	Ability to communicate both orally and in writing to a wide range of audiences	<b>E</b>	
<b>11</b>	Ability to demonstrate a customer focused telephone manner and the ability to respond to tenants' requirements	<b>E</b>	
<b>12</b>	Ability to liaise with supplier and colleagues to ensure high standards of service are delivered and maintained	<b>E</b>	
<b>13</b>	Ability to demonstrate attention to detail and maintain accurate records	<b>E</b>	
	<b>Personal Attributes</b>		
<b>14</b>	Flexible approach to working arrangements and have the ability to relate to and work effectively with a wide range of people	<b>E</b>	
<b>15</b>	Ability to demonstrate a pro-active approach and a strong commitment to customer care	<b>E</b>	
<b>16</b>	Ability to work on own initiative or as part of a team	<b>E</b>	
	<b>Special Requirements</b>		
<b>17</b>	Willingness to undertake training as required	<b>E</b>	
<b>18</b>	Committed to high standards of customer service	<b>E</b>	
<b>19</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	