

Role Profile

This section provides key information relating to the role

Job Title:	Team Coordinator (Decarb Project)		
Post No:	RP0151	Grade:	F
Team:	Property Services and Climate Change	Location:	Campus East
Responsible to:	Service Manager (Planned Delivery and Investment Programme)		
Responsible for:	Team Administrator		

Overall job purpose:

To Support the team in the administration of building safety, repairs and voids, planned works and customer care to ensure the smooth running of the service.

To provide high quality, reliable and competent administrative and technical support within the team that complies with legal requirements and policies.

To personally deal with queries and prioritise them on the basis of significance and risk, ensuring higher risk cases are recorded and referred to a senior officer in accordance with guidelines.

Provide management, strong leadership, and guidance to motivate staff to deliver the highest quality service and performance targets.

Key areas of focus:

1.	Deal with asset management information relating to our property portfolio. Produce and present professional reports on recommendations and findings. Including, but not limited to, information on land ownership, current use and condition.
2.	Be responsible for collecting asset and compliance information from consultants, contractors and technical staff and input the data into the Council's Compliance Database.
3.	Responsible for the quality of data entered into computer systems. Keep and maintain accurate, literate and meaningful records (both paper and electronic) including actions and decisions
4.	Competently operate a range of appropriate computer software to produce accurate documents (including, but not limited to, GIS Cartology, Orchard) respecting any standard formats, timetables, legal guidance (i.e. GDPR) and/or other requirements.

5.	Liaising with customers with any queries that may have and assisting in dealing with any complaints or queries relating to the service. Understand and act upon all aspects of customer feedback and performance using available management information reporting tools, ensuring that Managers are made aware of any underperformance or service failure and are provided with the relevant information to resolve the issues.
6.	Assist with the collation and completion of statistical returns, reports and general Key Performance Indicator data analysis. Research and collect data from a variety of sources relating to compliance and asset management.
7.	Undertake research tasks to source requested information. Be competent in the use of the internet, reference books, databases and other information resources. Locate and signpost sources of information and guidance in relation to health and safety.
8.	Undertake to a high standard, all aspects of administrative and basic technical support including data input and extraction, word processing, producing reports / communications, data / presentations, raising purchase orders ensuring that contractor orders and invoices are appropriately processed with proper liaison with contractors, surveyors, and managers.
9.	Data extraction and the urgent and rapid preparation and dissemination of information through mail merges, web posts and social media. Ensure allocated pages on the council website are continuously kept up to date. Be capable of using a variety of social media to enhance service delivery.
10.	Make arrangements and preparations to enable the efficient running of meetings (internal and external), workshops, training courses and seminars including attendance at meetings (sometimes late, or outside of office hours), competent agenda preparation and accurate minute taking as required. Be able to set up and operate a range of IT equipment, including audio visual equipment, laptops and data projectors.
11.	Ensure all necessary and appropriate steps are taken to safeguard confidential information (including medical records and personal financial details) held, processed and consigned as part of other investigations and enquires.
12.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
13.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
14.	Any other duties that are commensurate with the level and grade of this post.
15.	Responsible for the management, guidance and motivation of a team of administrators, implementing a comprehensive range of effective performance management measures and ensure these are produced to the agreed standard, and at the agreed intervals, to promote continuous improvement in the development of the services provided.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Good general education to GCSE (including English and mathematics)	x		AP
A level or higher qualifications		x	AP
Customer service experience	x		AP/IN
Experience in the use of databases / records and the ability to analyse the data	x		AP/AS
Previous experience of managing staff within a Maintenance, Finance, or Housing environment, processing high volumes of data.	x		AP/IN
Previous experience of using financial systems for raising purchase orders and processing invoices.	x		AP/AS
Knowledge			
Working knowledge of Microsoft Office applications including Word, Excel, MS Publisher and PowerPoint	x		AS
Knowledge of spreadsheets and databases including Pivot Tables, Formulas, VLOOKUP etc	x		AS
Able to demonstrate an understanding of the legislation regarding asset management and compliance.		x	AS/IN
Skills and abilities			
Proven time management skills and the ability to prioritise work and understand/meet deadlines	x		AP/AS
Accurate keyboard and data input skills.	x		AS
Flexible approach and willingness to turn hand to a variety of tasks and new tasks as they arise	x		IN
Other attributes			

Good interpersonal skills, ability to communicate effectively, in all media, at all levels.	x		AP/IN
Willingness to undertake site visits and to occasionally work outside office hours.	x		IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post	x		IN
Able to set clear objectives and identify better ways of working, resource planning and managing change effectively.	x		IN/AS
Ability to lead, motivate, performance manage and develop the team.	x		AP/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.