

Template Job Description

LONDON BOROUGH OF TOWER HAMLETS

JOB DESCRIPTION		Version no: V 3.0 Date amended: 05/02/2021	
Post Title: Technical Works Support Officer	Post No.	Grade: H	
Directorate: Place	Division: Property & Major Programmes	Section: Technical Services Team	
Responsible to: Head of Technical Services Team			
Responsible for: n/a			
DBS Required? N			
If yes, Level of Check (Please delete where not applicable)			
Standard Check			
Enhanced Check			
Enhanced Check with Children's Barred List			
Enhanced Check with Adults' Barred List			
(Information on the level of check required is available here			
> Disclosure and Barring Service Recruitment checks			
Is the post politically restricted? N			
(Information on whether the post is politically restricted is available here:			
Conduct			
Is a Travel Allowance Payable? N			
Does this post attract an Essential Car User Allowance? N			

MAIN PURPOSE OF THE JOB

1. To assist the Technical Services Team by providing an efficient and comprehensive technical support service, providing professional advice to all users of the Directorate services, ensuring those involved in the Directorate's provision receive the best possible service. to receive and/or re-direct personal and telephone callers to deal with highly sensitive and confidential matters in a professional manner.
2. To operate as the programme officer for the preparation of documents and reports for major work programmes - including maintenance regimes, refurbishment works and reactive maintenance - with the ability to work to a high level of accuracy and attention to detail, and to tight deadlines.
3. Act as the Project support officer for Corporate CLM and Client projects. To manage and circulate programme and project information, with the ability to work to a high level of accuracy and attention to detail. To provide support to work stream leads across the project, working to fulfil the governance and reporting requirements, including the raising project & technical works orders via the Councils Finance and asset management systems, ensuring that financial regulations are followed.
4. To develop, monitor and review new procedures and operations pertaining to technical works, as requested to support the work of the section ensuring the procedures align with external accreditations.
5. To be responsible for maintaining and updating the information related to the Technical services team on the Councils Property Asset Management system (TF Cloud) and Finance System (Agresso) as appropriate. To provide TF cloud training to the TST team and wider FM as required.
6. To Support the Head of Technical services Team in the compiling and provision of technical reports, Financial budget information, management presentations and members enquire responses for all aspects of their remit

DUTIES & RESPONSIBILITIES

The key duties and responsibilities of the post should be recorded in this section. If a duty is required to be carried out infrequently this should not be recorded. Remember this list is not exhaustive.

1. Provide advice and support to all members of the Technical Services Team, including maintenance of appointments, diaries and enquiry service for telephone and personal callers.
2. To ensure that the technical works support officer has full over-sight of procedures and processes within the Technical Services Team, maintaining and updating those processes and procedures as change occurs.
3. To produce project forecasts reports, project and technical works compile and analyse statistical data/information as required from the Council's IT systems including but not exclusive to the Trend BMS system and TF cloud producing dashboard reports and spreadsheets. produce project fee projections, technical works forms and financial and technical documents, pertaining to Technical Services, whilst working under pressure, meeting strict deadlines and working within set timescales.
4. Good working knowledge of local government office procedures and administrative systems, together with knowledge and understanding of project management techniques and tools, and experience of working in a complex, sensitive, multi-stakeholder environment.
5. To Set up project files, compile and distribute reports and assist with the compilation of project management reports, with the ability to work on own initiative and set priorities whilst working under pressure, meeting strict deadlines and working within set time-scales
6. In the absence of Surveying staff within the office, to oversee the raising of works of an emergency nature, and to adjust and monitor the Remote BMS trend system and database.
7. Knowledge and understanding of finance/budgeting procedures, with the ability to use and maintain the integrity of complex spreadsheets ensure strict version control and distribution of all documentation.
8. Fully utilise the Council's Property Asset Management system (TF Cloud) and financial system (Agresso) in administration of the project's budget and statutory and repairs and maintenance works monitoring. This is in order to enable the raising of purchase orders, to pull financial reports and support to the Architects, Surveyors and Engineers, Head of Technical Services and Head of Facilities Management.
9. First point of contact for enquiries, utilizing I Casework to co-ordinate Freedom of Information Requests, Corporate Complaints and Members Enquiries. Collate and ensure responses within the target dates.

10. To assist in checking contractors' applications for invoicing, paying attention to detail to ensure accuracy. Checking contractors' invoices, ensuring that they match applications, authorisation of works undertaken, processing certificates, logging receipt of invoices ensuring financial procedures are complied with.
11. Retain accurate working papers for examination by Internal/External Audit and assist on issues raised where necessary.
12. To requisition goods and services required for the running of the Department, monitoring expenditure against the office budget and supervising/initiating payments against the office budget.
13. To assist in the tracking and monitoring of the CLM budget and spend and to report to the Head of Technical Services.
14. To administer the Council's property Asset Management system (TF Cloud) as directed by the Head of Technical Services ensuring that data is relevant and up to date.
15. Managing and updating relevant project and work stream management tools, e.g. JCAD, and provide input and expertise to develop risk management processes.
16. To comply with the Council's schemes with regard to Equality, Sickness, Discipline, Capability, performance Management, Training, and other personnel and administrative initiatives.
17. Undertake any other duties required commensurate with the grade, and seniority of the post as determined by the Head of Technical Services.
18. Promote and comply with the Council's Equal Opportunities Policy in the opposition and eradication of all forms of discrimination and ensuring services are accessible to all users.
19. Ensure that all duties and responsibilities are discharged in accordance with the Council's health and Safety at work policy.
20. To participate in the Council's performance management scheme, ensuring that performance standards/targets are set and met within the agreed timescale.

General Terms

- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.
- Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
- This job description is a guide to the level and range of responsibilities you will be expected to undertake. It may be changed from time to time to reflect changing circumstances and demands. As directed, you will undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

SPECIAL TERMS AND CONSIDERATIONS

- To be able to work evenings and weekends with appropriate notice.

Person Specification for the Post of Technical Works Support Officer		Essential (E) or Desirable (D)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<ol style="list-style-type: none"> 1. Good working knowledge of local government office procedures and administrative systems. 2. IT literate in the use of Microsoft Office software packages, e.g. Excel, Word, PowerPoint, Outlook 3. A good working knowledge of providing technical support in a construction, Hard FM service. 4. knowledge of building maintenance and mechanical and engineering 5. A good knowledge and understanding of finance/budgeting procedures 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A/I</p> <p>A/I</p>
Qualifications & Experience	<ol style="list-style-type: none"> 1. Experience of having worked in a building, mechanical or engineering office environment. 2. Highly experienced in using IT software like Excel for spreadsheets, Microsoft Project and Microsoft Word and producing work to a high level 3. Experience of keeping accurate records, devising procedures, organising information and producing accurate statistical information, on an ongoing 	<p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>

	<p>basis.</p> <p>4. To have acquired effective communication skills to include meeting customers and clients, dealing with queries and to have the ability to respond in writing and verbally, both face to face and whilst using a telephone.</p> <p>5. Experience of raising purchase orders using an online finance software system, initiating and monitoring payments.</p> <p>6. To have used a computer property management system/ CAFM system like TF Cloud or similar software.</p>	E	A/I
		D	A/I
		E	A/I
Additional Requirements	Must be able to work such hours as are necessary to carry out the duties of the post.	E	A & I

Living the TOWER Values sets out the essential behaviours required of all staff. They are aligned to the organisation's five TOWER Values

We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<ul style="list-style-type: none"> • Takes steps to encourage a positive team culture within the working environment 	E	A / I
	<ul style="list-style-type: none"> • Able to establish excellent working relationships with both internal staff and external partners 	E	A / I
We are OPEN and transparent	Uses effective listening and questioning techniques to understand the needs of others and act accordingly	E	A / I

	<ul style="list-style-type: none"> Approachable and seeks regular internal and external feedback from people to improve how they and other do things 	E	A / I
We are WILLING to challenge, innovate and be accountable	Takes the initiative to improve outcomes because they can explain the difference they have made	E	A / I
	<ul style="list-style-type: none"> Looks for ways to continuously improve and develop within role 	E	A / I
We empower each other to be EXCELLENT and go the extra mile	<ul style="list-style-type: none"> Facilitate the movement towards empowering others to find answers and solutions for themselves 	E	A / I
	<ul style="list-style-type: none"> Finds ways to ensure they have a good work-life balance and seeks support when they need it 	E	A / I
We RESPECT all communities, they are the heart of everything we do	<ul style="list-style-type: none"> Is polite, helpful and inclusive towards people from our diverse community 	E	A / I
	Takes Ownership of more complex issues whilst keeping the customer informed	E	A / I