

Job Description



Job Title: Maintenance Administrator (Gas)	Service Area: Community and Environment	
Directorate: Repairs & Maintenance Services (RMS)	Post Number: 64561	Evaluation Number:
Grade: SC6	Date last updated: September 2014	

Overall Purpose of Job

To work under the guidance of the Maintenance Co-ordinator (Gas).

To direct, raise, allocate and plan works to be carried out by the resources allocated with particular regard to the level of service, quality, quantity, cost control and meeting agreed completion dates.

To ensure the provision of a high quality cost effective service.

To work within Health & Safety regulations.

Job Context

The post holder:

1. Reports to Maintenance Co-ordinator (Gas)
2. Issues work on the Domestic Gas Section ensuring all works is distributed to the gas operatives highlighting any issues.
3. General Administration duties including Data input, scanning and answering calls.
4. Monitor, check and certify all legislated documentation and certificates in regard to Landlord Gas Safety Record (LGSR), Warning Notices and Extra Works Reports and compliance.

Principal Responsibilities:

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks

that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To carry out administrative, clerical and reception duties as required.
2. To raise, allocate, co-ordinate and complete works orders allocated to the team within prescribed timescales and to the approved budgets.
3. To input data, establish and maintain computer databases and control records. To produce computer reports and statistical analysis as requested by senior management.
4. To monitor, check and certify and store all legislated documentation and certificates in regard to Landlord Gas Safety Record (LGSR), Warning Notices and Extra Works Reports both recorded on Associated Documentation within Task and IClypse council system and compliance.
5. To carry general administration tasks including running queries on Task, data input and letter generation for service appointments.
6. To organise, control, and distribute incoming mail and outgoing post.
7. To receive telephone calls from and interview customers as necessary. To respond to colleagues regarding repairs via the Repair Operations Centre. To interrogate the computer system to establish progress of repairs orders, liaising closely with colleagues regarding appointments and chase up and provide such information to enable repair action to take place. A Domestic Gas background is an advantage, but not necessary as full training will be given.
8. Confidently use information technology systems, communications and equipment, to assist in the monitoring of the daily business operation and performance. A good working knowledge of Northgate, IClypse and Task systems an advantage. A good working knowledge of Excel, Word, Outlook 2003, 2007 and 2010 essential.
9. To have a flexible approach to the provision of cover when other staff are absent.
10. Such other duties, within the competence of the postholder, which may be required

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>An in-depth understanding of the construction industry generally and particularly the provision of a customer orientated repair and maintenance service. (Particularly gas works).</p> <p>Understanding of Health and Safety legislation which is applicable to the Gas industry.</p> <p>Understanding of the need to maintain accurate records and plan, organise and complete works to predetermined deadlines and quality standards.</p> <p>An understanding of maintenance computing systems.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

<p>EXPERIENCE:</p> <p>Experience of the Gas Maintenance industry.</p>	<p>Application Form/Interview/Test</p>
<p>SKILLS AND ABILITIES:</p> <p>Level of literacy and numeracy sufficient to read assimilate and compile detailed reports on various issues and to analyse and prepare statistical data.</p> <p>. To utilise new technology. To work effectively as part of a team.</p> <p>Ability to be able to use a computing system for the production of work orders, reports, repairs by appointment schedules and the like.</p> <p>Ability to work under pressure in a competitive and constantly changing environment and be able to adapt to new challenges.</p> <p>Effectively organise a gas trade workforce.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Strong influencing style through the promotion of good working relationships and motivation.</p>	<p>Application Form/Interview/Test</p>