

Job description

Operations Facilitator

- Grade: Senior Officer 1 (SO1)
- Reports to: Principal Operations Facilitator
- Direct reports: None
- Your team: Service Delivery Team
- Service area: Estate Services, Neighbourhood Services
- Directorate: Homes and Neighbourhoods

Special requirements of the post (delete as applicable)

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

This post requires a DBS check at the appropriate level (basic)

This post is subject to the council's declaration of interest procedure

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

Ensuring Estate Services teams are provided with the highest levels of support to manage caretaking, grounds maintenance, refuse and recycling services, repairs and health and safety requirements on our estates.

Monitoring complaints and service requests, analysing data and providing qualitative and quantitative reports. Creating and maintaining accurate records of information using a variety of software applications.

Working flexibly to support delivery of Estate Services.

Key responsibilities

Please list each key responsibility of the role:

- To be responsible to the Principal Operations Facilitator, for the provision of administrative and support services to the Estate Services teams
- To ensure that written and verbal enquiries regarding estate related issues are dealt with professionally, taking ownership of service requests, providing helpful and timely responses
- To liaise with Estate Services staff including caretakers and work collaboratively with other departments and outside agencies to respond to the wide range of estate management queries.
- To effectively deal with complaints and enquiries concerning service delivery
- To create spreadsheets and databases relating to Estate Services functions; to input and extract information; to analyse the data and to provide written reports on findings and recommendations for service improvement
- To manage the communal key service, including programming of fobs, ensuring records are accurate and up to date and all required keys are stocked.
- To raise communal repairs and follow up any repairs related issues
- During the absence of the Mobile Relief Supervisor, to support with checking leave requests, sickness and any other absence for the Mobile Relief Caretaking Team ensuring adequate cover is in place and that records are accurately maintained
- During the absence of the Stores Manager, support with liaising suppliers regarding orders and deliveries. To be involved in the timely processing and monitoring of invoices
- To provide photocopying, filing and other administrative services including the ordering and auditing of stationery required by Estate Services Teams
- To undertake projects as directed
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Experience of providing advice and practical assistance to the public with a strong understanding of good customer care practices to resolve enquiries and complaints	Essential
2	Experience of providing administrative support along with high level IT skills to support service provision	Essential
3	Good written and verbal communication skills and the ability to use mathematical calculations and data to produce statistical information, reports and correspondence	Essential
4	Ability to work under pressure in a fast-moving environment, managing your workload to ensure priorities are delivered	Essential
5	Ability to prioritise your work effectively and to meet personal targets in line with the Key Performance Indicators	Essential
6	Ability to think creatively and to be solution focused, identifying areas of potential improvement in the delivery of services	Essential
7	Ability to work under pressure in a fast-moving environment, managing your workload to ensure priorities are delivered	Essential
8	Possess good organisational skills and attention to detail	Essential

Point	Criteria description	Essential/desirable
9	Ability to adopt a flexible approach to team working and to be self-motivated, self-disciplined and able to work on your own initiative	Essential
10	Ability to contribute to the development and implementation of new policies, procedures and written guidelines	Essential
11	Undergo all training including professional accredited studies including Chartered Institute of Housing	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.