Job Description

Post title: Administrative / Maintenance Assistant

Service area: Private Housing Partnership

Grade: Scale 5

Reports to: Reception Centre Managers

Number of supervisees: 0

Our ambition

We’re determined to make Islington more equal. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

‘Be Islington’ is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to ‘Be Islington’ – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering (‘CARE’).

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality.

Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

* Ensuring our workforce is representative of the people we work on behalf of, our residents
* Creating equitable working environments and diverse teams
	+ Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
	+ Getting to know people and their differences
	+ Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

Key responsibilities

### Assisting the reception management team deliver an effective service

* The delivery of items of furniture and white goods to reception centres throughout the borough as needed.
* Dealing with emergencies as may arise from time to time including contact with the police and fire services in the absence of senior officers and the team leader.
* In conjunction with the team leader, assist in setting deadlines for repairs and in prioritising work.
* The maintenance and security of storeroom (lock-up) and vehicle.
* The maintenance and safe use of hand tools.
* Act as locksmith, i.e. be present during bailiff eviction and act as locksmith to give access before eviction and secure room after eviction.
* Regular contact with staff within housing services and other council departments and external agencies.
* Carry out day-to-day repairs, improvements and re-decorations of rooms**,** floor laying and common areas in the Councils’ Reception Centres across the borough. Repairs will include plumbing, making safe cracked window /glass**,** painting and decorating, carpentry, the removal of damaged furniture / lumber and other relevant works.
* Carry out as required all minor repair and improvements at LBI managed Community Centres. Such duties will include plumbing, carpentry, repairs to locks, repairs to window handles, minor kitchen and toilet fittings, making safe and other ‘handyman’ type repairs as requested by Reception Centre Management.
* Carry out minor making good and painting and decorating requests at Community Centres across the borough. Requests for painting larger areas should be inspected and agreed by Reception Centre Managers before commencement.
* Undertake tight monitoring and control of the ordering of stores and associated requisition notices. Ensure that details of used stock are promptly communicated to the administration officer.
* Ensure that all stores requisitioned for use at Community Centres are ordered through Reception Centre managers to ensure that adequate recoding and monitoring takes place for budgetary purposes.
* Provide the team leader with written and oral reports on any damage or problems and advise on planned maintenance required, in the buildings that come to post holder’s attention
* To work on own using own initiative, manage own time and workload efficiently.
* Use a computer terminal for the use and extraction of data and information when required.
* Ensure routine clerical work (filing, computer input, photocopying etc) in connection to the post is carried out efficiently.
* To deal sympathetically and professionally with homeless households whilst carrying out daily duties ensuring that the needs of non – English speaking residents are met through contact with the relevant agencies.
* To ensure that the services provided by the reception centre management section are provided in a cost effective and competitive manner, which is responsive to and driven by the core principles and key objectives of LBI and in accordance with the section’s annual service and business plan.
* Attend supervision, training courses and Team Briefings as and when requested.
* To ensure that services are provided in accordance with the LBI’s commitment to ‘Best Value’ and high quality service provision to customers/clients.
* To ensure that the requirements of all relevant Health and Safety legislation and LBI relevant policies are fully observed.
* To ensure that duties are undertaken with due regard and with the Data Protection Act and other legislation.
* To ensure that the services, which are provided, are appropriate to the needs of the people of Islington, particularly disadvantaged groups, in accordance with LBI equality and diversity strategy.
* Ensure that the services which area(s) of responsibility are provided in accordance with LBI’s commitment to high quality service provision to reception centre users.
* Use and assist others with the use of information technology systems to carry out duties in the most efficient and effective manner.
* To perform any other reasonable, minor and/or non-recurring duties, appropriate to the post, as determined by the Team Leader, Voids and Repairs.
* At all times, carrying out responsibilities / duties within the framework of HFI’s equality and diversity strategy.



Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Budget responsibilities

n/a

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure you address each of the criteria as this will be assessed to determine your suitability for the post.

Assessment Guide

A = Application

I = Interview

T = Test

Essential Criteria

Experience

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 1 | 2 years’ experience of living or working in a multi – racial inner city. | A |
| 2 | Experience of working directly with members of the public. | A |

Skills

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
| 3 | Ability to work on own initiative without direct supervision. | A |
| 4 | Ability to assist bailiffs to carry out their duties. | A |
| 5 | Assist in the preparation of statistics, reports and auditing of equipment in order to monitor quality and performance. | A |
| 6 | Ability to assist clients in the absence of a reception centre office. | A |
| 7 | Ability to carry out day to day repairs and re-decoration in reception centres. | A |
| 8 | Ability to work in accordance with the health and safety legislation. | A |
| 9 | Ability to carry out duties in accordance with LBI’s equality and diversity strategy. | A |

Special requirements of the post

| Essential criteria | Criteria description | Assessed by |
| --- | --- | --- |
|  |  |  |

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor’s Good Work Standard, Stonewall Diversity Champion, and Time to Change.

