

**Role Profile: Service Administrator**

**Department:** Portsmouth City Council

**Location:** Portsmouth

**Hours:** 40 hours per week, between 8am-5pm, Mon-Fri

**Salary:** £27,560

**Who you report to:** Office Supervisor

**SUMMARY OF ROLE**

To ensure you managing service information in relation to Asbestos, scaffold safety and training administration.

**KEY RESPONSIBILITIES**

**As service administrator some of your key responsibilities will be –**

* Be the main point of contact for the operatives completing asbestos jobs and recording accurate information.
* Be the main point of contact between Mountjoy and the asbestos and scaffolding contractors ensuring the right, clean and timely information is recorded in FES and relevant job trackers.
* Issuing asbestos reports and results to operatives and supervisors when required.
* Ensure reports and supporting documents for each asbestos incident are correct, complete and comprehensive and have been forwarded and filed to correct PCC recipient and saved in our management system directory.
* Ensure documents for each scaffolding is received and updated on to the scaffold safety register
* Book in the 7-day safety checks ensuring the checks are done by the 7th day.
* Liaise with the supervisors to book in safety checks once you have received the relevant paperwork.
* Be the main point of contract for training ensuring the right, clean and timely information is recorded and all staff have the relevant training before the expiry date ends.
* Keep the competency and training matrix up to date with any leavers and new starters.
* Schedule the tool box talks every two months liaising with the operations team and heath and safety department.

**SKILLS REQUIRED**

* Have a clear and concise approach to verbal communication, able to use the phone to communicate effectively, and have good typing skills.
* Able to deal with lots of activity, remain focused on the call you are dealing with, and the information that needs to be recorded or transferred by completing the task you are on before moving on to the next.
* Have a reasonable proficiency in MS Office and able to use PCC’s and Mountjoy’s IT systems for job management understanding how they function and interact with other systems.
* Have good typing skills and not rely on written notes which are then saved up for inputting later.
* Understand what it is to be part of a team and ensure that learning is shared within the team.
* Be able to take direction from the Lead/Resource Controller and be happy to respond to their instructions.
* Be flexible in your working hours to be able to support the delivery of the service; be reliable and dependable; identify issues and record them, along with other measures as necessary;
* Be comfortable in dealing with the workforce, PCC area office staff, or tenants and be able to remain professional even when issues are contentious.
* Proactive in identifying your development needs and doing something to overcome them.

**KNOWLEDGE REQUIRED**

* Basic knowledge of building maintenance trades and the tasks/activities that can be undertaken be each trade group.
* Good understanding of the Geographical Portsmouth City area including streets, the best routes, and travel times between different locations.

**QUALIFICATIONS REQUIRED**

* GCSE or Equivalent in Qualification in Maths and English.

**EXPERIENCE**

* Experience of working in a Repairs and Maintenance call centre or any other call centre environment.
* Exposure to a Maintenance Contract that has used the Vanguard Systems Thinking Methodology and Principles to deliver the service desirable.