

JOB PROFILE

Post No.	60508
Post Title:	Management and Analytics Assistant
Division/Team:	Property Repairs Team
Grade:	Grade C
Service:	Corporate Resources
Reports to:	Property Repairs Team Leader
Issue Date:	April 2021

PURPOSE OF THE JOB

This role is focused on providing reporting capability and analysis support to the Property Services Repairs Team, together with some financial and systems administration.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 The role is instrumental in extracting and analysing data using a range of IT systems and documents to drive radical change and in identifying service improvements and efficiencies for the Property Repairs Service as a whole.
- 1.2 Systems administration of but not limited to iTrent, Agresso, SharePoint, RPMS, OHMS, Technology Forge, Civica, Oneserve and Pay.Net. Webfleet, and E-credit card
- 1.3 To be the focal point of creating reports and extracting information from various IT systems, to provide base data to support the operational management of the service, together with the production of business-critical Key Performance Indicators (KPIs).
- 1.4 Analyse and monitor the efficient use of stock / materials and usage to develop accurate individual job costing, including Recharges.
- 1.5 Support the Financial Review of property repairs to optimise income generation and control costs.
- 1.6 Systems administration support in data cleansing, and Year End reconciliations to optimise income generation and control costs
- 1.7 Development of Systems and Reporting to support PRS Health & Safety Management System compliance
- 1.8 Maintain records of training required and attended. Liaise with internal / external organisations regarding the booking of training courses for the team.

- 1.9 To be a "Super User" for the service's IT system(s), Oneserve and Technology Forge, logging calls with the support desk where necessary.
- 1.10 Support the PRS procurement function by creating Purchase Orders and processing Invoices in respect of Materials, Plant, Supplies and Services, in accordance with Standing Orders & Financial Regulations.
- 1.11 Maintain high standards of confidentiality and ensure compliance with data protection and information security standards.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 In the absence of managers, to be the contact for telephone enquiries.
- 2.2 To assist in the preparation of tenders, estimates and other such submissions.
- 2.3 Participate in Budgetary control and financial monitoring, and to assist in the preparation of claims for submission.
- 2.4 To carry out weekly call point testing of the fire alarm system at Albert Street premises, maintaining accurate records for inspection
- 2.5 To support the delivery of the objectives of Property Services.
- 2.6 To adhere to the standards set for the system management functions as appropriate and defined regulatory compliance standards.
- 2.7 In the absence of senior officers undertake delegated duties as required.
- 2.8 Be aware of Health and Safety legislation and, so far as is reasonably practicable, ensure compliance with the Health and Safety at Work Act and the Council's Safety Policy, including your own Wellbeing.
- 2.9 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

3. SUPERVISORY RESPONSIBILITIES

None

4. FINANCIAL RESPONSIBILITIES

- 4.1 To raise requisition orders for purchasing from internal and external sources under agreed Council procedures
- 4.2 Financial approval authorisation to £1000.00
- 4.3 Checking and coding invoices to enable authorisation of payments

5. RESPONSIBILITY FOR ASSETS AND DATA

- 5.1 Responsibility for work supplied assets/ equipment issued by the employer.
- 5.2 Responsible for Council data in systems and databases.

6. EXTENT OF PUBLIC CONTACT

Mainly telephone contact plus occasional face to face contact with members of the public, Council Members and representatives of external organisations.

7. WORKING CONDITIONS AND ENVIRONMENT

Flexible working hours between 08:00 a.m. and 18:00 Monday to Friday (subject to the provision of adequate office cover)

8. CORPORATE RESPONSIBILITIES

All staff need to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Management and Analytics Assistant

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Practical experience working with business systems in a corporate environment.	E	I
GCSE Maths and English grade C –A* (or Grade 4 or above) or demonstrate competence in each area	E	A
A level 3 qualification in an IT related subject or equivalent knowledge gained through experience	E	R, D, I
Proficient in the use of standard IT systems including Outlook, Word and Excel	E	I
Excellent customer service skills and a good telephone manner	E	I
Experience of more advanced IT systems such as Agresso, Oneserve, iTrent, Technology Forge and SharePoint	E	I
Experience of extracting and analysing data	E	I
Able to communicate effectively both orally and in writing & good interpersonal skills	E	A, I
The ability to work on own initiative and also work as part of a team	E	A, I
Commitment to ensure data quality	E	I
The ability to communicate, and produce written documents, of technical issues to a non-technical audience	E	I
Ability to create and produce reports from ICT systems	E	I
The ability to organise and prioritise work to meet required deadlines and conflicting demands	E	I
The ability to analyse situations, identify problems and suggest resolutions	E	I
A commitment to work within our CAN DO values	E	A, I
NVQ in Administration – Level 2 and 3	D	D
An awareness and understanding of health and safety in the workplace and willingness to remain abreast of safety legislation	D	A, I

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D

