

JOB DESCRIPTION

JOB TITLE:	Supply Chain and Fleet Support
GRADE:	8A (SCP 1 – 3)
REPORTING TO:	Supply Chain and Fleet Lead
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

To ensure that the believe housing Supply Chain and Fleet Team and the wider Property Repairs directorate delivers a flagship service within a fast paced, dynamic environment. The role is to provide a high performance support function for team members and a variety of stakeholders and to effectively maintain and keep accurate records whilst bringing to life the vision and values of the organisation. The role primarily supports the delivery and operation of the in-house fleet and the supply of materials.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

- Continuous monitoring, updating and storing of Supply Chain and Fleet information to ensure essential data is maintained and readily available
- respond to and deal with queries from varying sources both internally and externally, acting as first point of contact for the team, referring queries to others as appropriate
- work closely with Team Leads, Planners and Operatives within Property Repairs to provide high quality administration and support relating to Supply Chain and Fleet
- ensuring Property Repairs policies, procedures and timescales relating to administration support are followed
- responsible for productivity and performance of yourself and ensuring the team's day to day essential tasks are carried out
- liaise with a range of different contacts (internal and external stakeholders) to ensure delivery of a consistent and high level service
- responsible for ensuring that administrative systems are used to their full potential and that information is accurate, up to date and passed to other departments as required

- provision of administrative support and daily management of fleet vehicles to help ensure an effective and efficient service is maintained paying due attention to health and safety compliance
- provision of administrative support and daily management of the Supply Chain within Property Repairs assisting in ordering equipment and materials, tracking orders and liaising with Planners and Team Leads to ensure contractual KPIs are met
- understand and deliver outputs to ensure business metrics, operational KPIs and targets are achieved.
- providing an effective service for the coordination of meetings, support and minute taking of team meetings to ensure they run smoothly, and actions are monitored and completed
- responsible for problem solving and prioritisation of work whilst balancing customer need, risk, availability of resources
- working collaboratively with colleagues across the business to ensure that Property Repairs is seen as an innovative, modern and forward-thinking directorate
- do the right thing for Our People, Our Business and Our Customers.

PERFORMANCE MEASURES

- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Adherence of the H&S Policy and working practice
- Delivery of team projects
- Demonstrating corporate values, attitudes and behaviours

Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Demonstratable experience in delivering front line services to internal and external stakeholders in a challenging operational and commercial environment
- demonstrate a thorough understanding and track record of managing the pressures of conflicting priorities and effective time management
- effective use of repairs ICT as well as other IT and media as appropriate
- able to prioritise to achieve realistic targets, costs and time deadlines
- demonstrates excellent communication skills including face to face, telephone, and written
- understand the work of the overall Property Repairs team and the remits of different departments
- demonstrates continuous development in a challenging fast paced environment
- collaboratively working with internal stakeholders i.e. neighbourhoods, health and safety, contact centre to work together to deliver successful outcomes
- build relationships with managers and employees at all levels
- considers the impact of business decisions on the Property Repairs Team and wider organisation at all times
- hold a full driving license
- have an understanding of H&S requirements and safe working practice in relation to operation of a fleet, equipment and tools
- flexible and adaptable to the diverse needs of the organisation.