

## Members' Library Service Request Form

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Originator	Paul Grant
Originator's Ref (if any)	
Document Title	Creation of Income & Accruals Officer within Property Maintenance

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Additional information:

Authorised By	Sarah Fortune
Designation	Exec Director - Council Resources
Date	30/05/23

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**REPORT TO:** Members' Library Service

**BY:** Executive Director - Place

**DATE:** May 2023

**SUBJECT:** Staffing Report for the Creation of an Income & Accruals Officer within Property Maintenance

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## **1 PURPOSE**

- 1.1 To seek Head of Corporate Support approval under delegated powers for the creation of **Income & Accruals Officer** as a **permanent** change to the staffing structure.

## **2 RECOMMENDATIONS**

- 2.1 To agree to the proposed changes to the staffing structure as outlined in the report.

## **3 BACKGROUND**

- 3.1 As a trading activity, Property Maintenance processes over 20,000 works orders per year. Effective regular system housekeeping is critical to ensuring the accurate charging and authorisation of labour, material and plant, while reducing accruals and maximising internal trading turnover.
- 3.2 Current system housekeeping arrangements are intermittent, typically involving an annual 'purge' as a year-end exercise, utilising work scheduling staff on an overtime basis.
- 3.3 Further, processing of works order completions (up to an authorised level) are currently undertaken by the Orchard System Support team, but are not deemed a key task amongst the various demands placed on this team.
- 3.4 However, the annual nature of the purge results a proportion of in year income projections being significantly based on a percentage of existing accruals.
- 3.5 Further, these can result in some stalled works orders not being addressed until year-end, ultimately impacting negatively on customer satisfaction rates and key social housing charter measures e.g. average days to turnaround repairs.
- 3.6 A regular dedicated officer would ensure accrual lifespans are significantly reduced, resulting in more punctual concluding of works orders, thus reducing financial accruals and incidents of stalled service delivery.
- 3.7 To this end, a dedicated Income & Accruals Officer will be advertised externally.
- 3.8 The Job Evaluation Team have evaluated this role and the post has been evaluated at Grade 7.

#### **4 POLICY IMPLICATIONS**

- 4.1 There are no direct policy implications arising from this report. The post is part of a wider ongoing service review that is being undertaken, and is deemed as required as a direct consequence of changing service needs.

#### **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

#### **6 DISCLOSURE SCOTLAND REQUIREMENT**

- 6.1 This post will require a Basic Disclosure check in order to comply with legislation/PSN Code of Connection.

#### **7 RESOURCE IMPLICATIONS**

- 7.1 Financial – All posts will be funded directly or indirectly by the HRA Revenue, HRA Capital and Property Maintenance Trading Activity in a ratio proportionate to the notional provision of services provided to each respective budget area.

These additional costs of the post will, through the wider ongoing service review within Property Maintenance, be contained within current staffing budgets.

It can be expected that the post should demonstrably increase trading turnover through the closer monitoring of works orders the increased efficiency in processing of such.

- 7.2 Personnel – This post has been formally evaluated and will be advertised in accordance with the Council's Recruitment & Selection Policy. HR and relevant Trades Unions will be consulted.

#### **8. BACKGROUND PAPERS**

- Agreed Job Details Form
- Proposed Structure Chart

<b>AUTHOR'S NAME</b>	Paul Grant
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<b>DATE</b>	4 May 2023

<b>JOB OUTLINE</b>	
<b>JOB TITLE: Income &amp; Accruals Officer</b>	<b>JET CODE: 7673</b>
<b>DIVISION: Housing</b>	
<b>SERVICE/BUSINESS UNIT: Property Maintenance</b>	
<b>REPORTING TO: Team Leader – Business Organisation</b>	
<b>RESPONSIBLE FOR: None</b>	
<p><b>JOB PURPOSE:</b></p> <p>Facilitate the effective and efficient maximisation of payments through the tracking and monitoring of works orders to meet service standards as specified in the Repairs and Maintenance Policy and to meet the requirements of the Social Housing Charter.</p> <p>Provide accurate and timely budgetary and performance information, including close liaison with Finance Partners and other stakeholders as appropriate.</p> <p>Ensure the timeous and accurate processing of Property Maintenance works orders to ensure maximisation of trading activity turnover, while supporting effective governance and stock control.</p> <p>Co-ordinate and develop robust management information for Team Leaders/Supervisors.</p>	
<p><b>MAIN DUTIES:</b></p> <p>Ensure all works orders are reconciled upon completion to ensure work orders aligns with works carried out i.e., materials drawn and schedule of rates claimed to ensure effective audit and governance.</p> <p>Monitor variations to works orders through comparison with job issued value to those claimed.</p> <p>Monitor and authorise works orders within associated financial authorisation limits.</p> <p>Identify, investigate and resolve inconsistencies and discrepancies in works orders, where possible, escalating to manager/s when required.</p> <p>Work collaboratively with colleagues across all operational teams to resolve trading activity works order issues expeditiously to maximum income.</p> <p>Escalate individual works order issues where required, including preparing supporting information for manager/s.</p> <p>Work closely with Stores Supervisor to investigate and resolve material issues as required.</p>	

Prepare monthly accrual reports for team leaders/supervisors, monitor progress and escalate to manager/s as necessary.

Prepare regular system housekeeping reports using analytical software (Business Objects).

Prepare management information to support the Property Maintenance performance management framework.

Identify recurring issues or areas for improvement and passing these to the Property Maintenance Management Team for resolution.

Work collaboratively across the wider Property Maintenance Team and stakeholders to form good working relationships.

Ensure that the Team Leader, Business Organisation is kept apprised of any performance and emerging issues where appropriate.

Participate in relevant service development projects to improve processes.

Assist in provision of management information to support the annual return of the Social Housing Charter and other benchmark initiatives.

Support the Housing Management Systems Team to identify areas for improvement e.g. to assist with user acceptance testing, system updates and developing management reports.

Assist the Team Leader, Business Organisation to deliver best value with regards to the regular update and review of East Lothian Council Property Maintenance Schedule of Rates (SOR), including benchmarking with other providers.

Contribute to the development of services available, in line with changing demands and targets to ensure the delivery of an effective, efficient and high quality service to both internal and external stakeholders.

Develop and sustain effective internal and external relationships and appropriate partnerships in relation to the service being provided.

Support a culture of continuous improvement using management information.

Promote the Council's vision and values and a corporate culture that is positive, customer focussed and supports employee engagement to the highest standards.

Undertake such other duties and responsibilities that may be reasonably required by the service.

## **ESSENTIAL REQUIREMENTS FOR THIS ROLE**

### **Qualifications/Experience:**

- Relevant HNC/SVQ level 3 or equivalent in a relevant discipline **and/or able** to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

**Disclosure Scotland:**

- This role requires **Basic Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

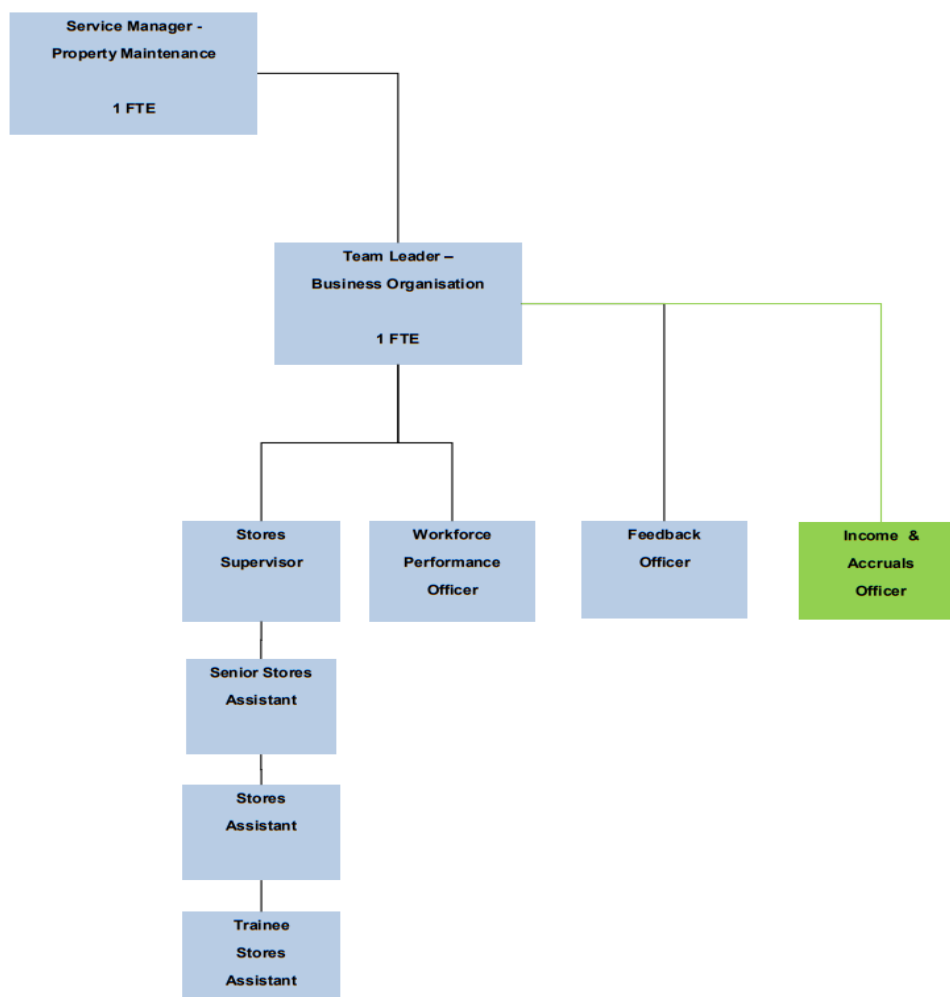
**Scottish Social Services Council:**

- None

**TEAM RESPONSIBILITIES:**

The Business Organisation team facilitates local procurement and the stocking and control of building materials. The team also administers invoicing, staff personal development, management support systems, payroll, absence management, craft performance management, customer satisfaction and benchmarking returns. The team also acts as a single point of co-ordination for formal complaints, Elected Member queries, freedom of information requests and public liability claims.

**ORGANISATIONAL STRUCTURE:**



<b>PERSON SPECIFICATION</b>		
<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Education, Registration & Training	<p>Relevant HNC/SVQ 3 or equivalent in a relevant discipline and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>Basic Disclosure is an essential requirement of this role.</p>	
Previous Experience (Paid & Voluntary Work)	<p>Experience of working within a construction administration environment.</p> <p>Experience of working collaboratively with others.</p> <p>Experience of checking/verifying and reconciliation data.</p>	Experience of working in local government.
Knowledge/ Skills /Competencies	<p>Strong verbal and written communication skills to communicate effectively with a wide range of stakeholders.</p> <p>Excellent organisational and time management skills.</p> <p>Skilled user of Microsoft Office Suite such as Word, Excel, Outlook etc.</p> <p>Understanding of effective customer care.</p>	Knowledge of related systems e.g. Orchard / Business Objects.
Personal Qualities	<p>Ability to work to a high degree of accuracy, paying close attention to detail.</p> <p>Ability to analyse and interpret data.</p> <p>Ability to use own initiative.</p>	

	<p>Ability to investigate and resolve problems.</p> <p>Ability to plan and prioritise own workload.</p> <p>Ability to work under pressure and to meet deadlines.</p> <p>Ability to work flexibly and collaboratively as part of a team.</p> <p>Ability to develop effective relationships with stakeholders.</p> <p>Ability to manage effective relationships with tact and diplomacy.</p>	
<p>Council Behaviours</p>	<p>We are Customer Focussed.</p> <p>We Initiate and Embrace Change.</p> <p>We Strive to be the Best we can be.</p> <p>We make things Happen.</p> <p>We work Together.</p>	



