






## Job Description:

### Housing Operations Support Officer (Contract Administration & meeting support minute taker).

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	Housing Operations Support Officer – (Contract Administration & meeting support minute taker).
<b>Service:</b>	Property Services
<b>Team:</b>	Housing Operations Support Team
<b>Location:</b>	Godalming
<b>Reporting to:</b>	Housing Operations Support manager
<b>Responsible for:</b>	N/S
OUR ORGANISATIONAL VALUES	
<b>Collaboration</b> 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
<b>Wellbeing</b> 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
<b>Trusted</b> 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
<b>Value for Money</b> 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
<b>Professionalism</b> 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

## PRINCIPAL PURPOSE OF THE ROLE

- To provide comprehensive minute-taking services for contractor meetings across Housing Services, ensuring accurate documentation, efficient follow-up of actions, and smooth administrative operations that support service delivery excellence

## MAIN DUTIES AND ACCOUNTABILITIES

- Record and produce accurate, detailed minutes for all contractor meetings
- Track and monitor action points, ensuring timely completion
- Maintain systematic records of contractor commitments and performance
- Create and distribute meeting agendas
- Establish effective follow-up mechanisms for outstanding actions
- Manage electronic and physical filing systems
- Oversee meeting scheduling and room bookings
- Control distribution of sensitive documentation
- Distribute draft minutes within 2 working days of each meeting
- Achieve 98% accuracy rate in recording decisions and action points
- Complete final minutes distribution within 5 working days of meetings
- Maintain zero backlog of unfinished meeting documentation
- Receive fewer than 2 amendment requests per set of minutes
- Create action log within 24 hours of each meeting
- Follow up on 100% of action points at least 5 working days before deadlines
- Achieve 90% completion rate for assigned actions by due dates
- Reduce overdue actions by 25% quarter-on-quarter
- Document 100% of contractor commitments with clear deadlines

### Executive Support

- Provide support to the Head of Housing
- Manage complex diary arrangements and meeting schedules
- Handle confidential correspondence and documentation
- Support preparation of reports and presentations

### Quality Assurance

- Ensure all minutes meet required standards for clarity and completeness
- Maintain accurate filing systems for meeting documentation
- Monitor and report on action completion rates
- Implement improvements to documentation processes
- Support audit requirements through systematic record-keeping

### Business Continuity

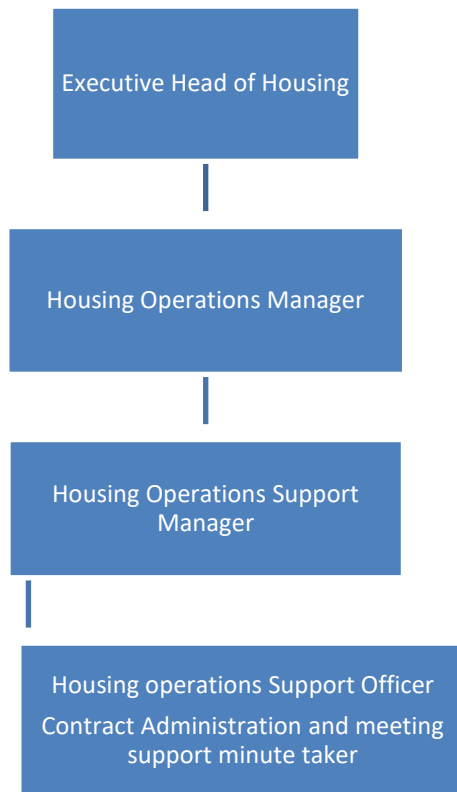
- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

### Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE
<ul style="list-style-type: none"> <li>• Support multiple contractor meetings across Housing Services</li> <li>• Manage documentation for contracts worth significant value</li> <li>• Coordinate with multiple stakeholders including contractors, housing officers, and senior management</li> <li>• Handle confidential information affecting service delivery and contractor relationships</li> </ul>
AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT
<ul style="list-style-type: none"> <li>• Influence service improvement through accurate recording of discussions and decisions</li> <li>• Support risk management through comprehensive documentation</li> <li>• Enable effective contractor performance monitoringContribute to service efficiency through organized administration</li> <li>• Monitor completion of assigned actions</li> <li>• Track contractor commitments and deadlines</li> <li>• Ensure timely distribution of minutes and agendas</li> </ul>
PLANNING/ORGANISING/CONTROLLING
<ul style="list-style-type: none"> <li>• Schedule contractor meetings and follow-up sessions</li> <li>• Plan documentation workflows and filing systems</li> <li>• Organize Head of Housing's diary commitments</li> <li>• Anticipate and prepare for upcoming meetings and deadlines</li> <li>• Structure minute-taking templates and formats</li> <li>• Arrange follow-up mechanisms for action points</li> <li>• Manage competing priorities and deadlines</li> <li>• Maintain quality standards in documentation</li> <li>• Review and update administrative processes as needed</li> </ul>
CUSTOMERS AND CONTACTS
<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>• All staff and Members within the Council</li> </ul> <p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>• Contractors, service providers, tenant and resident groups, partnering agencies, leaseholders and members of the public</li> </ul>

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Proven experience in minute-taking and meeting administration	<b>A/I</b>	Experience working in local government or property services	
	Experience in providing PA or administrative support at a senior level	<b>A/I</b>		
	Demonstrable track record of managing multiple concurrent projects or responsibilities (	<b>A/I</b>		
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Proficient in Microsoft Office applications, particularly Word and Outlook	<b>A/I</b>		
	Strong organizational and time management skills	<b>A/I</b>		
	Ability to maintain electronic filing systems	<b>I</b>	Awareness of Safeguarding	<b>A/I</b>
<b>COMMUNICATION</b>	Excellent written and verbal communication skills	<b>A/I</b>		
	Ability to write clear, concise, and accurate minutes	<b>A/I</b>		
	Strong attention to detail	<b>A/I</b>		
<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>A/I</b>		
	Accurate spoken English is essential for the post	<b>A/I</b>		
<b>TEAM WORKING</b>	Ability to work effectively with multiple teams and stakeholders	<b>A/I</b>	Display strong influencing skills	<b>A/I</b>
	Flexible approach to work and willing to support others	<b>A/I</b>		
	Capable of working independently while maintaining strong team relationships	<b>A/I</b>		
	Excellent time management and prioritization skills	<b>A/I</b>		

<b>MANAGING SELF AND OTHERS</b>	Ability to work under pressure and meet deadlines	<b>A/I</b>		
	Self-motivated with a proactive approach to work	<b>A/I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Problem-solving ability and initiative	<b>A/I</b>		
	Commitment to delivering high-quality work	<b>A/I</b>		
	Flexible approach to working hours to accommodate meeting schedules	<b>A/I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A</b>		
	Full and valid driving licence			

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

#### How assessed:

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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<b>Job title:</b>	Housing Operations Support Officer (Contract Administration & meeting support minute taker. PA support to the Head of Service)	<b>Post no:</b>	
<b>Service:</b>	Property Services	<b>JE score:</b>	
<b>Team:</b>	HOST	<b>Pay band:</b>	9
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	<b>Communication:</b>	<b>2</b>	
	<b>Customer Service:</b>	<b>3</b>	
	<b>Team Working:</b>	<b>2</b>	
	<b>Managing Self and Others:</b>	<b>2</b>	
	<b>Can do approach/Results:</b>	<b>2</b>	
<b>REVIEWED BY:</b>	Tracy Morgan	<b>DATE:</b>	29/01/2025
<b>CHECKED IN:</b>	HR	<b>DATE:</b>	March 2025
<b>LAST UPDATED:</b>	Add date	<b>DATE:</b>	