

Job Description

1. **Post Title:** Operational Services Coordinator – 21 hours per week (Flexible).
2. **Responsible to:** Maintenance Section Head.
3. **Responsible for:** Temporary staff (as appropriate).
4. **Salary Grade:** Scale 4/5 Point 11-14.
5. **Job Purpose:** To provide administrative support to the Operational Services Team members, assist with project work and administer the provision of the allotment services. To provide occasional support to the Help Point including information services, telephone enquiries, reception duties and sales. To assist customers in a professional and welcoming manner.
6. **Functional Relationships:**
 - (i) **Internal**
Maintenance Section Head
 - (ii) **External**
Members of the public, representatives of partner organisations and hirers.
7. **Key Activities:**
 - (1) To provide administrative support to the Maintenance Section Head, Maintenance Supervisor and Operations Section Head. Provide holiday cover, as required, for the Maintenance Section Head.
 - (2) To deal with a wide range of personal, telephone and electronic enquiries in a professional and welcoming manner. To provide occasional cover and telephone cover when necessary for the Help Point.
 - (3) To act as a liaison between the Help Point and the Maintenance Team and coordinate interaction between the two sections.
 - (4) To carry out monthly site inspections and undertake all administrative duties pertaining to the Allotment Service provision in conjunction with the Maintenance Section Head. To provide a monthly allotment update for Burgess Hill Horticultural Society.
 - (5) Supporting the Maintenance Section Head with the administration of Maintenance Contracts.

- (6) To ensure that all partnership spread sheets are kept up to date and sent to Partners as required.
- (7) To ensure all Maintenance Reporting systems are kept up to date.
- (8) To coordinate the results of public realm surveys.
- (9) To keep up to date with and operate the Help Point computer system.
- (10) To undertake project work as required.
- (11) Minute taking of Maintenance Team meetings.
- (12) To recognise and be aware of the requirements of the Health and Safety at Work Act as well as Fire and Safety regulations and ensure that these are observed and regularly carried out.
- (13) To undertake such other duties as may be reasonably required by the Council.