

JOB DESCRIPTION

Post Title: Technical Housing Assistant	Director/Service/Sector: Planning, Economy & Housing		Office Use
Grade: 5	Workplace: Blyth Civic Centre/Home working		4175
Responsible to: Private Sector Housing Manager	Date: 06/07/22	Manager Lever: N/A	
Job Purpose: <ul style="list-style-type: none">• To provide technical support to the Private sector team to help meet the needs of the service• To triage call and emails into the private sector mailbox daily including initial applications for private sector services• Coordinate the report process for MAPPA (multi agency public protection arrangements) updates prior to the panel meeting,• To provide administrative support to the wider Housing Services team(s) when required and manage the administrative mailbox• To provide effective technical and administrative support to all staff, including senior managers.• To input contacts with the Service onto software system/database used by the Service• To accurately support, maintain and update relevant technical databases, client records and systems.• To be the lead for Housing Services for the administration of the Homes England IMS system, ensuring timely financial claims and system accuracy.• To be the initial contact point for the majority of complaints/requests for service and to appropriately action.• To assist in service delivery, including maintenance of IT systems, processing of invoices, samples, mail and ordering.• Procure and receive goods and services in support of the service.• The postholder will be committed to the primary council objectives to ensure that a customer focused service is provided, and that service delivery is to the highest standards of customer care and quality•			
Resources	Staff	Assist to coach and support modern apprentices and junior staff	
	Finance	Shared responsibility for processing and raising orders, receipting goods, processing invoices, day to day responsibility for monitoring use of small budgets	
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation, ensuring data is input and maintained accurately. Careful use of allocated, equipment and facilities. Day-to-day responsibility for allocated resources, PC, office equipment etc	
	Clients	Daily contact with customers, Elected Members, council employees, partner organisations, private & voluntary sector organisations; weekly contact with clients in distress or dispute with the council.	
Duties and key result areas: <ul style="list-style-type: none">1. To act as systems administrator for a specialist IT system (IMS) for Housing Services to ensure suitability for purpose: By providing user training and inductions; updating staff, maintaining systems security (permissions and passwords), and maintaining accuracy of data (audit and verification).2. Undertake the full range of technical and administrative support for the Private Sector service as necessary.3. Where necessary to participate in private sector activities, acting as support and facilitating events such as landlord development forums.4. Read and process MAPPA (multi agency public protection arrangements) information, ensuring accuracy and confidentiality to very sensitive materials.5. To be the first point of contact for members of the public, landlords, owners of empty properties, and others with the Service.6. To take initial applications for rent deposit guarantee and tenant accreditation schemes, often with vulnerable clients7. To actively engage with private sector landlords and stakeholders to promote the services of the private sector team.8. Coordinate large mailouts including responses, referrals and follow up actions			

9. Provide a Triage service for the Private Sector team, providing high quality first line advice for residents of Northumberland.
10. Effectively respond to and deal with routine written, telephone, electronic and personal service enquiries from members of the public, professionals and other interested parties, providing service users with information that satisfies their need. This to be undertaken in accordance with the service's established procedures and quality standards.
11. Provide accurate and up to date information and advice in keeping with relevant Private Sector legislation.
12. Maintain appropriate work records relating to the work within the area to the required service standards, observing data protection and confidentiality rules and procedures.
13. Ensure that all equipment is used in accordance with operating instructions, health and safety requirements and security demands.
14. Undertake information gathering, data analysis, etc, using ICT systems, in accordance with service procedures, to assist in the production of timely and accurate management information and statistical returns. This research to include monitoring customer care feedback.
15. Assist with research, investigations, inspections, caseload under the direction of senior staff.
16. To receive goods and services and process invoices for payment, in accordance with financial procedures and regulations and maintain an effective system of financial control for the team, including, ordering, invoicing, purchasing and maintenance of financial records, etc, in accordance with the Council's financial regulations and in consultation with the team manager.
17. To assist in the monitoring of relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.
18. Administer the post system, including the opening, scanning, registering and distribution of incoming, internal and out-going mail.
19. Monitor and maintain adequate supplies of departmental stationery, forms, paper and re-ordering when necessary.
20. Assist with design and production of promotional leaflets and forms regarding the service available, and the re-ordering.
21. Actively assist the team to apply policies, procedures, strategies and effective communication to bring the service's business plans and objectives into effect
22. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high-quality services.
23. Taking of minutes of meeting for specific areas of the Service and the typing up thereof.
24. Service and facilitation of meetings and landlords' forums and events
25. Liaise with internal and external partners to build good relationships, solve enquiries and provide feedback on services.
26. Maintain high standards of customer care at all times and promote a culture of service excellence.
27. Contribute to the continuous improvement of the service.
28. Assist in the monitoring of outputs and outcomes and report progress to targets; to compile and present a variety of information and statistics, including writing reports for use by the Council and other groups.
29. To undertake any other appropriate duties of a similar level and responsibility as may be required from time to time.
30. To promote the service, the Council and partner organisations positively at all times.
31. The post holder will deliver a consistent and reliable customer service, which meets and wherever possible exceeds customers' expectations and will be required to identify and resolve any customer problems or complaints in a positive manner.

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The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:
Working patterns:
Working conditions:

The role may involve the need to travel between offices and to other locations across the county.
Flexible working; may be required to occasionally work outside normal working hours
Hybrid working.

PERSON SPECIFICATION

Post Title: Housing Assistant	Director/Service/Sector: Planning, Economy & Housing	Ref: 2912
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • A good general level of education to GCSE level or equivalent • NVQ Level 3 in Business Administration/ Customer Services or equivalent • A sound working knowledge of the theoretical, procedural and practical issues relating to the Private rented Sector . • An awareness of and interest in the current issues facing the council and the services it provides. • Appreciates and understands the relationship between customer care, cost, quality and performance • Proactive and forward thinking in order to manage tasks and projects with guidance from senior officers • Comprehensive understanding of Microsoft office tools, ICT systems and software • Demonstrates an awareness and commitment to proactive customer care and services. • Willing to undertake appropriate training and personal development 	<ul style="list-style-type: none"> • NVQ Level 3 in Business Administration/ Customer Services or equivalent • CLAIT or equivalent • • 	

<ul style="list-style-type: none"> • Understands the diverse functions of a large complex public sector organisation. • 		
Experience		
<ul style="list-style-type: none"> • Experience in customer services and dealing with members of the public • Experience of working in a busy office environment dealing with technical and administration duties • Experience handling data and financial information in order to monitor and assist with projects • Experience and good understanding of ICT systems, software and databases • Experience working with vulnerable clients to take initial referrals • Experience in assisting senior colleagues with a view to maintaining procedures service standards • Experience in applying a range of relevant methods, techniques and/or systems, policies and procedures. • Recent previous experience in dealing with relevant service users in a similar context. • Experience in engaging effectively with other staff, officers, Elected Members and the public and building productive partnerships. • Direct contact with the public, giving help advice and information. • Proficient in using IT word processing, database and spreadsheet packages • Gathering, organising and managing information. 	<ul style="list-style-type: none"> • Dealing with others at different organisational levels • Working in an environment governed by clear processes and procedures • Worked within a Housing Services function including Homelessness, Housing Register and Private Sector work • Experience in working with IMS systems 	
Skills and competencies		
<ul style="list-style-type: none"> • Effective IT skills and able to use ITC to achieve work objectives. • Excellent customer service skills. • Numerate with good communication skills • Highly organised and can adopt a logical and rational approach to prioritising workloads. • A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. • Dependable, reliable and keeps good time. • Models and encourages high standards of honesty, integrity, openness, and respect for others. • Helps senior managers create a positive work culture in which diverse, individual contributions and perspectives are valued • 	<ul style="list-style-type: none"> • Negotiation skills • Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone 	
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Normally works from a seated position with some need to walk, bend or carry items. • Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, 		

<p>technical advice; and checking work.</p> <ul style="list-style-type: none"> • Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. • Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others. • Need to maintain general awareness with lengthy periods of enhanced concentration. • Contact with public/clients in dispute with the County Council. • Mental demands of dealing with highly sensitive and personal data often relating to criminal activity • Mental demand from dealing with chaotic and vulnerable people • Mental demands from dealing with customers who are reporting illegal issues and harassment with regards to their property. • Mental demands when planning and organising longer term projects such as the Landlords annual forum. • Excellent verbal communication skills with the ability to facilitate open discussion in order to determine service provision requirements • Must be able to work as part of a team • Enthusiastic and committed • Proactive approach to problem solving and customer care • Flexible approach. 		
Motivation		
<ul style="list-style-type: none"> • A corporate orientation and commitment to tackling issues across departmental boundaries. • Dependable, reliable and good time keeper. • Encourages and displays high standards of honesty, integrity, openness and respect for others. • Customer focussed and able to deliver within tight timescales • Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. • Proactive and achievement orientated • Works with minimal supervision 		
Other		
<ul style="list-style-type: none"> • Ability and willingness to travel between offices within Northumberland as required. • Flexible working as determined by the requirements of the service (Saturday & evening work may occasionally be required) 		

