

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Housing Team Support Officer
TEAM: Housing
GRADE: 3
POST NO.: PE14
SERVICE AREA: Community Wellbeing and Partnerships
RESPONSIBLE TO: Housing Services Manager

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. DBS check required

DATE ISSUED: November 2019

JOB PURPOSE:

The Team Support Officer will maintain the Council's Housing Register, including the advertising of social and affordable housing in the district. They will also support the Housing Team to deliver our statutory duty to prevent and relieve homelessness.

PRINCIPAL RESPONSIBILITIES:

1. Assist customers to make applications to join the housing register, both in person and over the phone, and to maintain their information on the housing register, including any changes in circumstances and provide bidding support to customers. To ensure that all information on the housing register is accurate, up-to-date and GDPR compliant.
2. Supporting the Assistant Housing Advisor to check incoming applications, allocating applications to Housing Advisors when necessary and requesting further information. The Team Support Officer will allocate all requests for banding reviews and appeals to join the housing register in line with the Allocations Policy.
3. Supporting the Housing Advisors to book temporary accommodation placements. Manage the placements by liaising with accommodation providers, rebooking placements and completing Housing Benefit forms with customers. Ensure that information on temporary accommodation managed by Harborough District Council is correct and up-to-date.
4. Provide the first point of contact via phone calls, incoming post and emails for the Housing Team. Administering information where necessary and signposting to other services if

appropriate. Allocating correspondence to the correct Housing Advisor or duty officer by checking and writing notes on the system.

5. Supporting the Housing Team and Housing Services Manager to book meeting rooms, organise training and events and write minutes and agendas. Advise and train other members of staff within Harborough District Council and partner organisations to use the housing system. Create leaflets, information guides and maintain the Housing section of the Council's website, ensuring information is up-to-date and accessible to all.
6. Administering and configuring the housing system. Ensuring user permissions are correct and liaising with the system provider's support team when needed. Check weekly advertisements, shortlists and property allocations.
7. Creating and running reports for data returns, statistics and Freedom of Information requests. Creating invoices, raise purchase orders, requisitions and good receipts as and when needed. Run quarterly property invoice reports and send invoices to partner organisations in line with Service Level Agreements.
8. Corresponding with customers, who are often vulnerable and have sensitive needs, by email, letter or phone. Ensuring that information is conveyed in an accessible and courteous way. Liaising with other agencies and partners, such as Registered Provider landlords and public bodies with the Duty to Refer.
9. Keeping up-to-date, through training and development, with legislation and case law on housing allocations (in particular Part 6 of the Housing Act 1996). Maintain a general knowledge of other relevant information and basic housing advice such as benefits, notices to quit and tenants' rights.
10. To uphold and display the HDC behaviour competency framework to at least level one.
11. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies
12. As a term of employment the postholder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

13. Health and Safety

- To be familiar with and at all times comply with
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE:	Housing Team Support Officer				
TEAM:	Housing				
POST NO:	PE14	GRADE:	3	WEEKLY HOURS:	37
ALLOWANCE:	N/A				
CONTRACT TYPE:	Permanent				

TYPE OF CRITERIA	ESSENTIAL REQUIREMENTS: Minimum requirements for the successful completion of the job	ASSESSMENT A / I / T / E	DESIRABLE REQUIREMENTS: Elements that contribute to improved / immediate performance in the job	ASSESSMENT A / I / T / E
QUALIFICATIONS	English and Maths GCSE Grade C or above or equivalent	A&E		
EXPERIENCE	<p>Experience of administration in a busy office environment including:</p> <ul style="list-style-type: none"> - General correspondence - Liaising with customers and partner organisations - Management of databases/systems administration - Invoicing, raising purchase orders and goods receipting <p>Experience of using word processing and spreadsheet software such as Microsoft Word and Excel</p> <p>Supporting and assisting customers with additional needs/vulnerabilities</p> <p>Maintaining accurate electronic records – note taking</p>	<p>I&T</p> <p>I</p> <p>I</p>	<p>Experience of training other members of staff</p> <p>Experience of using Microsoft PowerPoint and Publisher</p>	<p>I</p>

KNOWLEDGE AND SKILLS	Excellent written and verbal communication skills		Awareness of safeguarding duties to children and vulnerable adults	I	
	Good knowledge of system administration	A&I	Awareness of GDPR responsibilities	I	
	Ability to organise and prioritise own workload and work under own initiative		An understanding of Choice-Based Lettings		
	Ability to work to deadlines	A&I	Knowledge of Harborough District Council's Housing Allocations Policy	I	
	Able to work well in a small, flexible team		Knowledge of the Housing Act 1996 Part VI and VII and duties of the Local Authority relating to this		
	Able to demonstrate customer focus		Ability to effectively disseminate information to a range of service users and stakeholders		
	Able to confidently and diplomatically handle difficult customer situations		Ability to analyse statistical system reports		
OTHER	Flexible and positive approach to work, to meet deadlines and targets	I			
	A DBS Check is required	E			
Assessment Legend:		A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages					