

## Job Description

<b>POST TITLE</b>	Team Support Officer (Empty Homes)	<b>POST NO:</b>	HH1430
<b>SERVICE UNIT</b>	Housing & Development Control	<b>GRADE:</b>	5
<b>JOB EVALUATION</b>	A1702	<b>JOB FAMILY</b>	If applicable
<b>RESPONSIBLE TO:</b>	Project Assistant (Empty Homes)		
<b>RESPONSIBLE FOR:</b>	None		
<b>LOCATION</b>	Town Hall	<b>STATUS</b>	Staff

### Job Purpose

To provide a high-quality customer and support service in Housing with particular attention to empty homes.

### Main Duties and Responsibilities:

1. To provide the first point of contact for customers of the Service Unit.
2. To provide pro-active advice and assistance to customers on the range of services provided by the Service Unit.
3. To monitor the Service Units generic email account and liaise with other Officers to ensure customers are responded to in a timely manner.
4. To monitor the Freedom of Information requests and liaise with other Officers to ensure a response to deadline.
5. To place orders for the Service Unit (e.g. stationary) and process invoices.
6. To provide day-to-day administrative support to the Empty Homes team, including preparing legal documentation (Powers of Entry etc) in line with relevant guidelines and procedures.
7. To assist the Empty Homes Officer in delivering the Council's Empty Homes Programme by employing a wide range of measures to ensure that the maximum number of privately-owned empty homes are returned into productive use to meet housing need in Burnley.

8. To verify the status of properties for consideration for enforcement action and where necessary gather appropriate information and evidence to support such action.
9. To contact and liaise directly with owners of empty properties to support and assist them to return their properties back into use. Including advice to landlords regarding loan options and conditions.
10. To be responsible for the processing of loan applications for the Empty Homes Programme, in line with all relevant policies, procedures and legislation.
11. To maintain adequate records of utilities at properties acquired for renovation.
12. To maintain adequate records and files including the collection and collation of relevant statistics to assist in the monitoring and review of the Empty Homes Programme.
13. To maintain up-to-date knowledge of relevant legislation and Government advice regarding empty homes.
14. To comply with all relevant legislation and Council policy including; standing orders and financial policy; health and safety legislation and policy; GDPR; equalities legislation and policy.
15. To attend training identified as necessary to undertake current and future job requirements
16. To work actively to promote community cohesion, good race relations and equality of opportunity.
17. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

<b>Nature of Contacts and Relationships</b> - Private rented landlords, registered providers, tenants, residents, statutory and voluntary organisations, contractors, planning, building control.
<b>Responsibilities for Supervision</b> N/A
<b>Responsibilities for Finance</b> – Payment of invoices, raising invoices
<b>Responsibility for Physical Resources</b> N/A
<b>Work Environment</b> – Mainly office based

### **Footnote**

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

### **Health and Safety**

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

### **Equality Act 2010**

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

**Prepared by:** John Killion

**Date:** May 2025

**Postholder:**

**Date of issue:**



## Person Specification

<b>POST:</b> Team Support Officer (Empty Homes)	<b>GRADE:</b> 5
<b>DIRECTORATE:</b>	<b>POST NO:</b> HH1430

<b>Selection Criteria</b>	<b>Essential/ Desirable E/D</b>	<b><u>Method of Assessment</u></b> Application/Interview/Test Presentation/Production of Certificates <b>A/I/T/P/C</b>
<b>QUALIFICATIONS</b>		
1. 3 GCSEs at Grade C or above, or equivalent	E	A/C
<b>EXPERIENCE</b>		
2. Experience of using computers, including word processing, databases and spreadsheets	E	A/I/T
3. Experience of working in an administrative section of an organisation	E	A/I
4. Experience of dealing with internal and external customers, in person, via written correspondence and by telephone	E	A/I
<b>SKILLS AND COMPETENCIES</b>		
5. Ability to communicate effectively with customers	E	I
6. Ability to work as part of a team	E	I
7. Ability to write memoranda and letters	E	I
8. Ability to maintain accurate records	E	I/T
9. Ability to work on own initiative	E	I
<b>KNOWLEDGE</b>		
10. Understanding of data protection regulations	E	A/I
11. Knowledge of the Empty Homes project	D	A/I

Selection Criteria		Essential/ Desirable E/D	<u>Method of Assessment</u> Application/Interview/Test Presentation/Production of Certificates <b>A/I/T/P/C</b>
12.	Understanding of working in a local government environment	D	A/I
<b>OTHER</b>			
13.	Commitment to providing a customer focussed service	E	I
14.	To demonstrate a professional commitment to the promotion of community cohesion, good race relations and equality of opportunity	E	I

### **The Burnley Way**

Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives. Further details are contained in the Behaviour Framework

**May 2025**