



## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Strategic and Private Sector Housing
<b>Job Title:</b>	Admin Team Leader
<b>Grade:</b>	SO1
<b>Post Number:</b>	M433
<b>Base/Location:</b>	Charnwood Borough Council Offices
<b>Responsible To:</b>	Head of Strategic and Private Sector Housing
<b>Responsible For:</b>	Housing Administration Officers
<b>Key Relationships/ Liaison with:</b>	Strategic and Private Sector Housing Service, other Council Services, Partners and Stakeholders and Residents

### Job Purpose

- Manage the Services' Complaints Management procedure. Including investigating complaints, making decisions and recommendations for resolution and compensation and then communicating all decisions to stakeholders both written and verbally.
- Assist with setting targets, collate and monitor performance information, present timely KPI data and benchmarking information.
- Manage and co-ordinate operational support and administration activities for the service and provide a range of support services.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

<b>1.</b>	Manage and coordinate the admin team to provide a range of support services to ensure the smooth running of operational activities.
<b>2.</b>	Ensure that proper and effective systems and processes are in place for efficient storage, retrieval and archiving of customer files.
<b>3.</b>	To ensure that appropriate systems are in place to log customer satisfaction feedback.
<b>4.</b>	Support Service Managers to implement efficient and effective Strategies, Policies and Procedures, and action plans to achieve continuous improvement in the delivery of quality Strategic and Private Sector Housing Services.
<b>5.</b>	Support Service Managers to develop Strategy, Policy and Procedure documents.
<b>6.</b>	Support Service Managers to undertake consultation on Strategy, Policy and Procedures to collate and analyse responses.
<b>7.</b>	Take responsibility in gathering and coordinating updates to the Strategic and Private Sector Housing Service Plan.
<b>8.</b>	Manage the complaints process for the Service. Ensure that appropriate systems are in

	place so that all complaints are logged, processed and resolved in a timely, fair and transparent manner, working independently but supportively of the professionals providing the service.
9.	Coordinate complaint investigations to ensure that appropriate investigation of complaints is adhered to within the appropriate timescales.
10.	To record and monitor the implementation of any decision or recommendations arising from complaint investigation to demonstrate service learning and improvements.
11.	Take lead responsibility for coordinating, gathering and assessing data/evidence to support the Directorate's Customer Service Excellence accreditation/re-accreditation.
12.	Develop, monitor and maintain the Strategic and Private Sector Housing Services pages of the website and intranet particularly those covering performance and customer satisfaction.
13.	Coordinate and prepare responses for FOI's, Subject Access and enquiries from elected Council members.
14.	Support key partnerships such as the Registered Provider Liaison Forum and the Homelessness and Rough Sleeping Reduction Strategy Steering Group to maintain efficient and effective joint working.
15.	Assist Service Managers with setting targets, collate and monitor performance information, present timely KPI data and benchmarking information.
16.	Undertake benchmarking and analysis of service performance, interpret the outcomes and the impact of that performance, and use the analysis to inform and direct Strategy and Policy initiatives.
17.	As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
18.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Prepared by:** Head of Strategic and Private Sector Housing

**Date:** September 2020

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	Essential	Desirable
<b><u>Qualifications</u></b>		
Minimum of 5 GCSE's at grade C and above or equivalent	✓	
NVQ level 3 or above		✓
<b>Or</b>	✓	
Demonstrable experience identified within the section below.		
<b><u>Experience</u></b>		
Experience of working within a complaints and/or customer care function	✓	
IT literate and experience in the use of a variety of IT systems and spreadsheets	✓	
Experience of analysing data and preparing reports, identifying trends and improvements	✓	
Experience of contributing to the development of strategies and policies and effective improvement plans	✓	
Understanding of the services provided by the organisation or experience of working within the sector		✓
Experience of training staff in corporate and departmental procedures and implementing policies to required standards		✓
<b><u>Skills / Knowledge</u></b>		
Excellent standard of literacy and effective written communication skills for writing letters, reports, meeting notes and decisions	✓	
Ability to make decisions, take the initiative and work under own direction in order to achieve targets and meet deadlines	✓	
Ability to deal with a demanding workload and to prioritise	✓	

	Essential	Desirable
accordingly		
Ability to work as part of an effective team and as an individual	✓	
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
<b><u>Interpersonal Skills</u></b>		
Personal integrity and ability to respect confidentiality at all times	✓	
Excellent interpersonal skills and a proven ability to communicate effectively at all levels	✓	
<b><u>Other requirements</u></b>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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