

**ROLE DESCRIPTION**

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| **JOB TITLE** | **POST NUMBER** |
| **Housing Support Officer** | **D3031** |
| **DIRECTORATE** | **LOCATION** |
| Community | Council Offices, Hailsham & Homeworking |
| **GRADE** | **OTHER ALLOWANCES** |
| WDC2 | Casual car users |
| **KEY WORKING RELATIONSHIPS** | **INTERNAL/EXTERNAL** |
|  | **Internal** – Officers, including Head of Housing, Housing Development Manager, Housing Development Team, Housing Policy & Partnerships Manager, Officers and Members of Council  **External** – Customers, other members of the public, consultants, developers, registered providers, officers and representatives of other organisations. |
| **STATUTORY RESPONSIBILITIES/LEVEL OF ACCOUNTABILITY** | |
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| **ROLE OVERVIEW** | |
| To administer Council systems and provide administrative and practical assistance to the Housing Development Team & the Housing Policy & Partnerships Team. This will involve processing invoices, arranging meetings & appointments, liaising with utility companies and customers, monitoring defects and liaising with consultants. | |
| **SERVICE OVERVIEW** | |
| The Housing Development team predominantly lead on the delivery of new affordable housing in the district. This involves working with various partners and internal services to facilitate delivery of new affordable housing and the direct delivery of new Council homes to rent or purchase on a shared ownership basis. The team consists of the Housing Development Manager, Housing Development Officer responsible for facilitating affordable housing and 2 Housing Development Project Officers responsible for direct delivery of new Council homes.  The Housing Policy & Partnerships Team support refugees that are coming through a designated resettlement programme to settle in the UK. Providing intensive support to enable all members of the family to flourish and fulfil their full potential. The team also supports Council tenants and leaseholders to get involved with the work of the council as a social landlord and to shape and influence the services that we provide. | |

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| **ROLE RESPONSIBILITIES** |
| **Administration Support**   1. To provide clerical and administrative support to Housing Development Team and Housing Policy & Partnership Team to ensure delivery of service standards to customers. 2. To arrange meetings with internal & external stakeholders and take minutes where necessary. 3. Support the Housing Development Officer to administer the Government’s First Homes scheme. 4. Work with the Housing Development Team to ensure the Council’s website pages dedicated to affordable housing development is up to date (subject to training).   **Development Support**   1. Arrange and attend consultation events in conjunction with the Housing Development Project Officer. 2. Assist the Housing Development Project Officer with site & property handovers. 3. To arrange end of defects appointments. 4. To monitor the 12 months defects period in conjunction with the Housing Development Project Officer. 5. Answer general enquiries & monitor housing development email account 6. Liaise with shared ownership buyers and our appointed consultant. 7. Provide support to new Shared Owners in relation to responsibilities and defects/repairs requests. 8. Organise site orientation visits under the instruction of the Housing Development Officer. 9. Under the direction of the Housing Development Team arrange opening ceremonies, site events and publicity. This includes arranging appropriate date, catering facilities, invitations etc. 10. Liaise with Developer/Contractor to ensure our standard Home Users Guide is produced with scheme specific information. 11. Draft publicity material for marketing and brochures under the direction of the Housing Development Officer. 12. Liaise with Utility Companies on the opening and closing of accounts. 13. Draft and submit award entries for Housing projects under the direction of the Housing Development Team. 14. Undertake satisfaction surveys for new developments  Finance and systems support  1. To lead on ensuring the Housing Development Team & Housing Policy & Partnerships Team discharges its responsibilities regarding creditors, debtors and purchasing, liaising with suppliers and the Council’s Financial Services team to ensure new suppliers are set up and that invoices are paid within given timescales. 2. To process payments and invoices for the Housing Development Team & Housing Policy & Partnership Team, using the Council’s e-financials system.   **Housing Policy & Partnership Team**   1. Booking appointments for refugees. 2. Arranging translators for refugee appointments as instructed. 3. Arranging volunteers to attend appointments with refugees as instructed. 4. Making referrals or bookings for refugees to third parties to access specialist support including. 5. Helping to set-up new refugee families on arrival e.g. helping with donations, ordering of items etc. as instructed. 6. Providing admin support to the team, including raising purchase orders, booking officers on training etc. 7. Carrying out research as instructed.   **Service Development**   1. To fully participate in individual and team training and development exercises to ensure the dissemination of best practice in service delivery. 2. To undertake such further duties commensurate with the level of the post as may be required from time to time. |

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| **Special Conditions (as relevant to role) JE Factor K Working Environment**  The duties of the post may on ad hoc occasions require members of staff to work in other locations within the district and work outside normal office hours (for example attendance at tenants meetings or consultation exercises). Out of hours work is unusual. |

This is an outline job description designed to summarise the key responsibilities of the role and is not intended to cover every task that may be required. You will be expected to be flexible to respond to change and organisational need.

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| **Additional Information** | |
| Standards of Conduct | You will be required to comply with the Council’s Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Council, Members, Colleagues and all those who have dealings with the Council, including customers and suppliers.  To positively demonstrate the Wealden values yourself and to continue to build the culture of the Wealden values through the appointment, management, appraisal and development of staff (as well as third party providers). |
| Health & Safety/Risk Management | Wealden District Council’s Health & Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co‑operate and comply with management instructions regarding H&S issues and report all accidents, incidents and problems to their supervisor, manager or other senior members of staff, in line with the H&S policies.  You will need to be compliant with the Council’s risk management policies and procedures. These describe the Council’s commitment to risk management, the recognition that our aim is to protect colleagues and visitors from harm, and stress that all colleagues have a responsibility to minimise risk. |
| Governance Standards | Comply with the relevant governance standards applicable to the Council as communicated to the post-holder from time to time. |
| Data Protection | To comply with Council Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of staff and customer information. |
| Confidentiality | Council colleagues are required to ensure that information about customers and staff is safeguarded to maintain confidentiality and is kept securely in accordance with General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA18). The Council’s Data Security and Protection policy ICT policies provide guidance on how this can be achieved. |
| Communication | To encourage innovation and positive challenge through effective involvement, motivation and communication with Officers, Members, Partners and other Stakeholders, actively promoting the Council’s reputation and image as an employer of choice. |
| Digital/  Records Management | To direct the identification, development and implementation of digital and other systems and procedures which are aligned to the Council’s Drive to Digital Strategy and are shaped to reflect our customers’ and stakeholders’ needs.  To maintain Council customer and staff records (both paper and electronic) in accordance with Council policies. |
| Freedom of  Information | To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Council Freedom of Information procedures. |
| Security | To comply with Council policies to ensure there is a safe and secure environment that protects Members, staff and visitors and their property, and the physical assets and the information of the organisation. |
| Other duties | Participate in such non-routine duties as elections and Emergency Planning as directed by the Chief Executive to include, where appropriate, the setup of a Rest Centre. |
| Freedom to Speak Up  (Whistleblowing) | You have responsibility for customer and staff welfare and should raise any concerns relating to a breach of Council policies and procedures with your manager or refer to HR for alternative options. |
| Environmental Impact | You will ensure compliance with the Council’s environmental management policies and procedures. These describe the Council’s commitment to climate change and carbon management, the recognition that our aim is to protect the environment and the use of natural resources that all staff have a responsibility towards. |
| Performance review | This Job Description will be used as a basis for individual performance review between you and your line manager.  The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April and may develop to meet the changing needs of the service. You will need to take due account, in the way they achieve the key result areas, of Council policies and procedures. |
| Equality and Diversity | To take responsibility and comply with the Council’s Equal Opportunities policy (which makes a commitment to promote equal opportunities and equality of all protected characteristics in Wealden), Officers’ Code of Conduct, Data Protection and other relevant policies, procedures and legislation, to ensure these are embedded and applied throughout the service in both service provision and employment issues. |

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| EVALUATION FACTOR GUIDE |
| **A – Education** You should identify the minimum requirements for the job for the job to be performed competently. |
| This factor relates to the level of education/formal training/qualification that indicate the "mental ability" required for the job to be performed competently. This does not necessarily mean that a specific jobholder has obtained the qualifications referred to (they may have acquired the knowledge by another route), nor that a specific jobholder has only the qualifications referred to. |
| **B - Proven Ability** This factor gauges the skills and aptitudes needed for the jobholder successfully to apply the mental ability assessed under Factor A so as to perform the job competently. |
| . These attributes may have been gained through successful exposure to work of a similar type or order, but may equally well have been acquired via some other route altogether. |
| **C - Managerial and Supervisory Responsibility** This takes account of the degree to which the job holder is expected to manage people and the requirement to perform or act in a specialist “advisory” capacity. |
| This factor examines managerial and staff responsibilities, with balance being struck between controlling a large number of staff carrying out routine tasks and a small team carrying out complex assignments requiring professional skills. It may also include staff without a formal management responsibility but who delegate some work to more junior staff. |
| **D - Accountability** The level of accountability is related to what extent the job holder is answerable for their actions and the consequences. It is important to recognise the difference between responsibility and accountability. |
| This factor examines accountability for operations, equipment, procedures and projects, some of which may not carry managerial or staff responsibilities. The level of responsibility is related to the impact of the job on end results and the consequence of errors. |
| **E - Independence of Action** This factor takes account of the freedom to act, the extent to which procedures are followed and the involvement/input into the formulation of strategy. |
| This factor examines the extent to which initiative can be used and decisions taken by job-holders. In essence, this covers freedom to operate. |
| **F - Complexity** This factor relates to the spread and types of different skills/activities involved in the job and considers the depth and degree of complexity required versus the routine nature of the job. |
| This factor examines the variety and diversity of tasks and challenges faced by the job-holder linked to the range of skills required. |
| **G - Relationships** This factor takes account of the degree of people contact in the context of internal/external, the level and the nature. |
| This factor examines the extent to which the work involves contact with people inside and outside the organisation, the level and importance of these contacts and the impact of the results of the relationship on the reputation and performance of the organisation. |
| **H - Direction** This factor assesses how the work is generated and the frequency of checking/review against progress. |
| This factor is akin to independence. It is, in fact, the opposite of independence and examines the constraints that are in place to act as a check on jobs. |
| **J - Pressure of Work** This factor relates to the mental and physical pressure. It is important to recognise that work volume is not considered within this factor. |
| This factor examines the mental and physical stress inherent in jobs. |
| **K - Working Environment** This factor takes account of the working conditions normally encountered when carrying out the job. A consistent assessment should be considered for discrete groups of employees. |
| This factor examines the physical environment within which jobs operate together with other physical factors, such as mileage, overseas travel etc. |

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| **PERSON SPECIFICATION** |

| **CRITERIA** | **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| **Experience** | Considerable Office IT skills to a high level, including advanced MS-Word (using templates and styles), MS-Excel for data inputting, MS Power Point, e-mail handling, electronic diaries, internet and search engines | ✓ |  |
| Considerable Administrative experience | ✓ |  |
|  | Some experience of working in a local authority or within a political environment |  | ✓ |
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| **Qualifications/**  **Education**  **JE Factor A** | GCSE Grade C or above in English Language & Maths or NVQ Level 2 Administration (or equivalent qualification), or can otherwise demonstrate relevant level of literacy and numeracy through work experience. | ✓ |  |
| **Knowledge** | Knowledge of housing development activities |  | ✓ |
| Knowledge of local government services |  | ✓ |
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| **Skills and aptitudes**  **JE Factor B** | Ability to work with flexibility in a team. | ✓ |  |
| Ability to communicate verbally and by correspondence with a variety of stakeholders | ✓ |  |
| Organisational skills, ability to prioritise and work under pressure and to tight deadlines | ✓ |  |
| Ability to interpret customers’ needs and provide solutions face to face and over the telephone | ✓ |  |
|  | The ability to contribute to the wider team and take notes at meetings | ✓ |  |
| **Personal attributes** | Approachable and professional manner | ✓ |  |
| Friendly personality, enjoys meeting people and dealing with enquiries. | ✓ |  |
| Can be assertive to ensure that enquiries are dealt with appropriately | ✓ |  |
| Approachable and professional manner | ✓ |  |
|  | Car user, with own transport or be able to make alternative arrangements for travel around the District | ✓ |  |

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| **PERSONAL VALUES & BEHAVIOURS** | |
| **General Competencies** | |
| **Agile**  **Embracing & supporting change** | **Caring**  **Well being** |
| * Responds positively to change and has a ‘can do’ outlook * Constantly looking to improve what we do * Keeps up to date with job knowledge and undertakes learning and development * Learns from others and help other people learn | * Looking after each other’s wellbeing * Bringing a friendly, positive approach to work * Delivering the best possible outcome focussed service to our customers * Responds to customers positively, promptly and with courtesy |
| **High Performing**  **Performance focus** | **Together**  **Team working & effective** |
| * Committed to the work of our teams and of the Council * Carries out work with quality and accuracy * Focused on the clear goals we need to achieve * Making efficient and effective use of resources * Constantly striving to delivery best possible ‘value for money’ | * Actively building good working relationships within and across teams where appropriate * Offers help and co-operates with others to get the job done * Ensuring everyone knows what they need to know and hear it from the right source * Being open and transparent about what we are doing * Committed to two-way communication * Reflects and promotes Wealden’s culture and values |

**Management Competencies**

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| **Mandatory training standards** | **Other minimum core competencies and skills (where appropriate)** |
| * Performance Management (including appraisals) * Recruitment and Selection * Risk Management * Stress Management * Finance for budget holders * Sickness Absence monitoring * Grievance, Disciplinary & Capability Proceedings * Health and Safety * Ethics | * Coaching employees * Managing change * Managing employees who work remotely * Report writing * Presentation skills * Having that difficult conversation * Commercial awareness and acumen * Corporate * Decision making * Accountable |
| **Caring** | **High Performing** |
| * Understands customer needs * Regular 1-1s with employees (at least quarterly) * Gives recognition, praise and feedback to employees * Promotes and delivers a safe and healthy environment * Effective sickness absence management * Completion of job evaluation work * Supports new employees through induction and probation actions | * 100% completion of appraisals * Appraisal Action Plans reviewed * Effective budget management and control * Manager and employees attend mandatory training * Report writing is completed in a timely fashion |
| **Agile** | **Together** |
| * Actions from service reviews implemented * Employees in their team have the right skills & knowledge to do their job and deal with change * Reviewing ways to improve how we work and/or do things differently | * Regular team meetings and attendance (at least quarterly) * Communicating the Council’s Vision, Priorities and Service Objectives * Attendance at manager/conferences and employees briefings * Commitment to working in partnership |

**Leadership Competencies**

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| **Skills** | **Other Behaviour Standards** |
| * Leading the change process and people through change * Building personal resilience * Fostering innovation & commercial acumen * Developing ‘political’ awareness | * High Performing * Delivery of financial efficiency goals * Together * Engage with Members to enhance two way communications and keep relevant * Strong ethical and governance standards * Highly corporate |