

Lancaster City Council - Job Description & Person Specification

Job Title:	Supported Housing Improvement Programme (SHIP) Service support officer	Grade:	GG56	Job Code:	LCC544
Service/Team:	Housing and Property – Housing Options	Role Type: *Delete as appropriate	HYBRID	Reports to: *Title & LCC Code	SHIP Coordinator
Line Manages: *Title/s & LCC Code	N/A				

Job Overview
<p>Overview</p> <p>This is a new post to support the work of the supported housing improvement programme (SHIP) multi-disciplinary team. The core team is made up of colleagues from Housing standards, housing options, and housing benefit. The team are tasked with scrutinising all aspects of supported housing provision to ensure it provides value for money, good quality accommodation and support service. The post holder is responsible for providing a full range of administrative duties.</p>
<p>Direct Responsibilities</p> <ul style="list-style-type: none"> To provide general administrative support to the SHIP team. Diary coordination for the team Establish filing system for the project and keep this up to date. Deal with all enquiries email, telephone and in writing in a timely manner. Organise meetings and forums with internal and external colleagues Minute taking Work in close co-operation with other members of the Council's Housing Options, Housing standards and Housing Benefits team to ensure that all relevant information, required by the team, is provided. Allocate all new enquiries to relevant officers and manage the appointments diary within agreed service level agreement timescales. Assist in the co-ordination and production of reports and ensure that this information is always produced to meet agreed deadlines. Process payments of invoices/ raise invoices using the council's Financial Management Systems in line with the corporate financial procedures. To raise purchase orders as required. To make payment using council Procurement card and record transactions in accordance with council policy. Carry out filing, photocopying and all other general office duties as required. Ensure that all enquiries made in person, by telephone or letter are properly and promptly dealt with and recorded, including those from supported housing providers, members of the public, their representatives, and members of the Council, other departments, directorates, and agencies. Accurate data input for the required project and programme management information systems.
<p>Primary Measurable Objectives</p> <ul style="list-style-type: none"> To provide general administrative support to the SHIP multi-disciplinary team, including allocation of work, updating of management systems and collation of data for inputting into reports
Staff Management Responsibilities

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<ul style="list-style-type: none"> N/A 			
Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<ul style="list-style-type: none"> GCSE Grade C or above, including English and Mathematics, or equivalent qualifications. 		Application form, Certificate
Experience	<ul style="list-style-type: none"> Excellent verbal and written communication skills are essential. Proficient in Microsoft software including Excel, Word, and Outlook. Able to communicate politely and effectively with the public, stakeholders, and other members of staff. Meet high standards for quality and customer focus at all times. The post holder needs to make independent decisions with minimal supervision to allocate work accordingly. Ability to work unsupervised following procedures in a pressurised environment and able to meet deadlines. Be able to follow prescribed procedures and have effective organisational and time management skills. Maintain all necessary records and information systems including the update of all relevant databases 		Application Form, Interview, Test.
Job Related Skills, Knowledge & Abilities	<ul style="list-style-type: none"> Ability to demonstrate methodical and precise working practises, with good organisational skills and techniques. Able to demonstrate a high level of accuracy and attention to detail in the performance of duties. A good knowledge of processes, principles, and procedures to enable a well-run admin service. 		Application Form, Interview, Test.

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	<ul style="list-style-type: none"> Proficient in use of IT systems including data management systems. 		
Personal Attributes Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> Enthusiastic, responsible team player Adaptability and willingness to learn. Ability to relate to and empathise with vulnerable groups. Have a caring and understanding approach to client's needs and aspirations. Have a sensitive and discreet approach to confidential information. 		Application Form, Interview, Test.
Special Requirements/Other			

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

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You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	