Job Description

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| **Job Title** | Adaptations Assistant |
| **Grade** | Band D |
| **Reporting To** | Senior Client Liaison Officer |
| **JD Ref** | HE/02/139, HE/02/209, HE/03/233 |

Purpose

To support the work of the Adaptation Service, through providing essential frontline support to officers and managers, liaising with the public and external partners & agencies, maintaining and managing databases, processing significant grant approvals and payments and processing data to support the performance management of the section.

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values and leadership behaviours in the role and organisation.

**Communication, Engagement and Training:**

* Liaising with vulnerable clients to obtain relevant information and provide updates & feedback in line with corporate customer care guidelines.
* Liaise with contractors and Registered Providers as required in relation to the work of the Service.
* Liaise with officers in the team and/or other service areas as required to process applications/approvals/payments.
* Responding to enquiries from the public, partners and service users providing advice and guidance by phone, e-mail or face to face.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Be responsible for the checking and validation of applicant information and to ensure that data conforms to appropriate audit criteria including benefit checks, self-assessment forms, application forms.

**Other*:***

* Process all applications and referrals for Grant funded adaptations under the Council’s Financial Assistance Policy as well as referrals for Minor Adaptations which are both facilitated and operationally delivered by the Service.
* Send out and collate all documentation relevant to processing applications on receipt in line with procedure/guidance/legislation.
* Process files for approval and payment including all paperwork and completing required form for finance.
* When required undertake accurate Financial Means Testing of relevant clients linked to Disabled Facility Grant applications and verify personal and financial information in relation to their grant application, and when required follow up with clients were there is a disparity with the information that has been submitted and accurately record the outcome.
* Liaise and correspond with statutory agencies to establish current benefit entitlement and ownership details. (Land Registry, Benefit Agency, Council Tax etc.)
* Interpret and record enquiries into the service accurately and in line with set procedures.
* Check and verify all invoices prior to payment, ensuring that all of the information is accurate and that payments are made in accordance with agreed procedures, using the Council’s procurement system.
* Request quotes and check in line with procedures, check and process information for payment of invoices.
* Assist with the production of management information, statistical returns, reports, complaint correspondence, schedules and other documentation as required by the service manager.
* Maintain records, registers, and returns relevant to the section on IT/manual systems and ensure they are accurate and up to date.
* Order equipment & materials required by the service using the Council’s procurement procedures.

Role Specific Knowledge, Experience And Skills

**Knowledge & Skills**

Essential criteria

* Understanding of and commitment to customer care
* Able to use general office IT systems including Word, Excel, PowerPoint, Teams
* Good numeracy and literacy skills
* Record keeping skills.
* Able to produce simple financial and written reports.
* Able to prioritise work and meet deadlines.
* Knowledge of Data Protection and information management issues.
* Good communication skills

Desirable criteria

* Basic understanding of Disabled Facility Grant / Homeless legislation and Policies.
* Able to assist in responding to difficult problems or situations.

**Experience**

Essential criteria

* Experience of dealing with the public
* Experience of dealing with enquires from complex and aggressive clients.
* Experience of working in an administrative, housing, or related field

Desirable criteria

* Experience of processing applications, grant approvals and financial mean testing would be desirable.
* Basic understanding of Disabled Facility Grant / Homeless legislation and Policies.
* Able to assist in responding to difficult problems or situations.
* Experience of purchase orders and procurement systems.

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: Lisa Newman, Assistant Director of Housing

Date Of Approval: 13/02/2024