

# Job description

**Title of post:** Private Sector Housing Support Officer

**Section:** People and Places, Private Sector Housing

**Band:** C (plus Essential or Casual car user allowance)

**Reports to:** Private Sector Housing Team Leader

## Purpose of post:

To provide technical and administrative support to the Private Sector Housing teams as follows:-

## Key activities:

* To support the Private Sector Housing Team to ensure that residential accommodation throughout the District meet statutory standards, including the delivery of improvements in Houses of Multiple Occupation (HMO)
* To assist with the administration and processing of Disabled Facility Grants and other housing renewal grants, for which there are varying criteria and which will need to be fully explained to customers.
* To assist officers with the production of CAD drawings and Schedule of Works, relating to adaptations
* To attend site and undertake joint inspections where required
* To undertake ‘test of resources’ (means testing) in relation to applications and enquiries for housing grants using Renovator software and where necessary, visit residents to assist with completion of applications.
* To liaise with the West Kent HA Enablement Team, a variety of contractors and Occupational Therapists (KCC and Private) to support the team in ensuring works are completed satisfactorily and invoices are received and dealt with correctly and in a timely manner, in order to meet funding deadlines
* Input and when necessary interrogate data on the Uniform System for service requests (including FOIs) and grants
* Support the Private Sector Housing Senior and Officers to record and issue mobile homes licences and assist in undertaking annual inspections where required
* Assist in implementing the Council’s housing policies and to carry out such day to day functions as may be allocated by the Private Sector Housing Team Leader
* To provide administrative and technical support to the appropriate officers within the Private Sector Housing team to ensure that statutory standards relating to high risk and other categories of risk within private sector housing, including HMOs, are achieved throughout the District
* To assist with arranging promotional and publicity literature, update information held on the Council’s website, update and maintain financial and budget information accurately, maintain computerised records
* To maintain records of HMO license fee income, to take appropriate steps to investigate and pursue cases of non-payment of fees and to produce forecasts and statistical data relating to fee income and generation
* To support Private Sector Housing Officers where required with all aspects of processing Disabled Facility Grants (DFGs). This will include ensuring paperwork is completed correctly, explaining processes to applicants and dealing with invoices and final payments, utilising IDOX software to retain documents
* To provide administrative and technical support to the officers in the Private Sector Housing Team in relation to Mobile Homes Licensing and Service Requests. This includes accurately maintaining computerised records and paper records
* To provide support to the Private Sector Housing Team generally by taking minutes at meetings, arranging appointments, creating files, photocopying, taking messages, responding to general enquiries and e-mails from the generic housing e-mail group
* To provide statistical data and other information required for the preparation of management and other reports by interrogating software systems (Uniform Residential Premises and Service Requests modules) and Excel
* To provide support to the Energy Efficiency Officer in collecting and cleansing data for Energy Efficiency programmes.
* To provide office duty telephone cover and liaise with landlords and contractors as necessary
* Where appropriate, to assist officers through accompanied site inspections
* To assist in enforcement and other legal proceedings
* To prepare reports as necessary and to attend meetings as required
* To maintain and develop links with external and partnership agencies and other local authorities
* To maintain an up to date knowledge of private sector housing issues related to DFGs and HMOs, including legislation, codes of guidance and good practice
* To seek to improve continuously and develop service provision and delivery
* To contribute to corporate and strategic initiatives
* To comply with standard employee Health & Safety at Work responsibilities
* To carry out any other related duties as may be directed from time to time by the Head of Housing, Housing Strategy Manager or Private Sector Housing Team Leader
* To provide appropriate advice and assistance to other members of staff
* To work outside normal office hours, if necessary
* To participate in any relevant training for the duties of this post and to achieve the key objectives of the Council
* To participate fully in the Council’s staff appraisal scheme
* To comply with standard employee health and safety at work responsibilities
* To comply with the Council’s Equal Opportunities policy
* To comply with the Council’s Safeguarding policy
* To embrace the values and behaviours of the Council
* To carry out any other related duties as may be directed

## Location

This is a full-time post based at the Council Offices, Argyle Road, Sevenoaks, Kent, Sevenoaks, TN13 1HG



# Person specification

**Title of post:** Private Sector Housing Technical Support Officer

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|  | **Essential**  | **Desirable**  |
| **Approach**  | Strong customer focus looking for ways to exceed customer expectations Ability to work effectively within a teamAbility to prioritise and organise caseload with minimal supervisionAbility to respond appropriately at short notice to non-routine mattersAbility to liaise with customers who may be vulnerable and/or challenging in a sensitive manner while managing expectation.  Ability to liaise with external agencies, professional bodies, Members, etcAbility to work well under pressureA commitment to and the ability to achieve deadlines, targets and Performance IndicatorsA flexible approach to adapt to changing and challenging situationsAn ability to demonstrate a ‘can do’ approach to service deliveryA commitment to Best Value and achieving continuous improvementRespect for confidentialitySelf-motivating, using initiative in problem solving | Ability to monitor and improve performance and quality, plan and review progress accordingly (providing relevant data and preparation of reports) |
| **Skills & Experience**  | Experience of working with the public or having significant contact with a wide range of customersExcellent general office administration and organisational skills.Excellent IT skills, to include Microsoft Office Word, Excel, Outlook or Uniform or similar information management system. Working knowledge of management and financial reportingThe ability to establish, maintain and develop computerised and other records/systemsCarry out accurate data entry and record keepingExperience of working in a technical and support capacityExcellent written and spoken communication skillsAbility to establish monitoring mechanisms and to prepare reports and statistical data.Ability to assist with staff trainingExcellent time management skills | Ability to develop and promote new and existing initiativesTechnical knowledge of building construction and the ability to identify building defectsPractical experience of carrying out detailed surveys of residential premisesExperience of working with external partners and contractors |
| **Qualifications**  | Minimum education to GCSE A-C standard or equivalent (incuding Maths and English) | Formal relevant qualification e.g. HNC |
| **Other**  | Ability to work outside normal office hours if circumstances demandWillingness to attend meetings of Council and other Committees outside normal office hoursA willingness to undertake any relevant training e.g. Computer Aided Design software, Housing Health and Safety Rating System.Ability to deal with a heavy and varied workload with minimal direct supervisionTo have a car for work purposes, business insurance and a clean driving licence | Delivering presentations to a variety of audiencesThe ability to transport, carry, lift and use heavy equipment and fittings e.g. ladders, inspection covers, roof access covers etc. The ability to use access equipment e.g. ladders, scaffolding etc. The ability to work in confined spaces e.g. roof spaces, basements etc. in all temperature extremes |