

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Housing Strategy and Support
Job Title:	Housing Administration Officer
Grade:	B
Post Number:	M378
Base/Location:	Southfields Council Offices, Loughborough
Responsible To:	Housing Strategy and Support Manager Housing Needs Manager Private Sector Housing Manager
Responsible For:	Nil staff
Key Relationships/ Liaison with:	Service Teams, Local, Regional and National Partners and Other Community Representatives and Service Users.

Job Purpose

- To provide an administrative service across the Strategic and Private Sector Housing Service.
- To deliver an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

Generic Responsibilities

1.	To deliver a full range of administrative functions including the collection logging and distribution of incoming and outgoing post, word processing, filing and recording systems and dealing with telephone enquiries/ complaints in the provision of an efficient and effective service and having regards with dealing sensitively with issues in relation to vulnerable individuals.
2.	Deal with all enquiries including managing mailboxes across the Service, from customers and partners by taking ownership of and resolving the query.
3.	Maintain and input data into a range of databases/spreadsheets to support the Service in completion of government statistical returns and to monitor performance.
4.	Support with organising of consultation events and other adhoc partnership and team meetings as required including sourcing meeting rooms and venues, taking and writing up of minutes of meetings, organising refreshments.
5.	To monitor complaints using the Corporate Computerised Complaints System including logging of a complaint and responses and allocating to officers within the Service.

6.	To administer and make payments of petty cash in accordance with Audit Regulations.
7.	To order and maintain an adequate stationery stock for the Service.
8.	Using the Council's Financial Management System to raise orders and receipt goods.
9.	Circulating newsletters, leaflets, mailshots etc., as required.
10.	To maintain adequate stocks of advisory leaflets and housing application forms and ensure they are available to customer services.
11.	Posting/emailing customer satisfaction surveys and/or carrying out telephone or electronic surveys and inputting data onto a spreadsheet/ database.
12.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
	Private Sector Housing Responsibilities
13.	To contact customers/professionals in respect of Grant referrals from Partners ensuring we have all the information needed for colleagues to undertake home visits.
14.	To administer the processing of housing related grants including preparation of general correspondence, emails and telephone enquiries, recording and maintaining related spreadsheets and databases and land charge data, chasing up quotations, liaising with builders and other partners regarding dates for commencement of major Works and minor adaptations.
15.	To monitor and progress Grant repayments and Land Charge data.
16.	Process Grant related invoices and payments and maintain spreadsheets/schedules showing committed financial assistance and spend to assist the Private Sector Housing Manager with budget reconciliations.
17.	To assist with updating and maintaining a database of empty homes across the Borough.
18.	To register HMO and caravan site license applications including the checking and liaising with the applicant that appropriate supporting documents have been submitted before forwarding to the Private Sector Housing Manager.
19.	Maintain registers of HMO and Caravan Site Licenses.
20.	Assist with the preparation of formal statutory notices and licences.
	Housing needs Responsibilities
21.	To check new housing applications and change of circumstances notifications received including checking that the correct documentation is provided, liaising with the applicant accordingly, inputting data onto the Councils Housing Management Systems and setting up files for applications.
22.	To support customers with the completion of housing applications including obtaining and checking relevant supporting documents.
23.	To log, amend and cancel housing applications as directed.
24.	Ensure an accurate and up-to-date list of outstanding housing register and change of circumstances assessments is maintained and notify officers of numbers pending assessment and working days.
25.	Assist with Annual Reviews of the Housing Register and Garage Waiting list.
26.	As directed, place bids on the Choice Based Letting adverts for vulnerable clients.
27.	Monitor the status of void properties and ensure timely and appropriate advertising and uploading of property adverts to the Choice Based Letting system.
28.	Ensure timely and appropriate key movements for void properties and accurate key register record.
29.	Ensure system records in relation to tenancy terminations and creations are

	accurately updated and maintained.
30.	As directed, notify utility providers of tenancy changes to ensure Council liability in relation to void properties can be accurately recorded.
31.	To prepare, issue invoices and monitor payment of choice based lettings invoices and bed and breakfast invoices and to maintain accurate records to ensure correct payments.
32.	To administer and maintain the Council's Garage waiting list and allocate Garages to applicants and deal with all customer enquiries.
33.	To administer and issue travel tokens as directed in relation to temporary accommodation placements.
34.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
35.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
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: Housing Strategy and Support Manager

Date: September 2018

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	Essential	Desirable
<u>Qualifications</u> GCSE or equivalent in English Language and Maths (minimum grade C or level 4). Or Demonstrable experience identified within the section below.	✓ ✓	
<u>Experience</u> Significant experience of clerical / office administration duties. Experience working with computerised systems. Experience working with Microsoft Office. Experience of working in a Customer focused environment.	✓ ✓ ✓ ✓	
<u>Skills / Knowledge</u> The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post. Ability to accurately input and extract information from Systems and spreadsheets. Be organised with ability to meet targets and deadlines. Good written and numeracy skills. Good working knowledge of Excel. Knowledge of Private Sector Housing Grants.	✓ ✓ ✓ ✓ ✓	✓

	Essential	Desirable
<u>Interpersonal Skills</u>		
Methodical approach with attention to detail.	✓	
Self-motivated and able to work on own initiative.	✓	
Ability to work accurately under pressure with minimum of supervision.	✓	
Friendly but firm approach to dealing with people.	✓	
Commitment to Customer Service improvement.	✓	
<u>Other requirements</u>		
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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