

## JOB PROFILE

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| <b>Directorate:</b>                         | Housing and Wellbeing                           |
| <b>Service Area:</b>                        | Business Support                                |
| <b>Job Title:</b>                           | Business Support Team Assistant                 |
| <b>Grade:</b>                               | C   |
| <b>Post Number:</b>                         | M306  |
| <b>Base/Location:</b>                       | Charnwood Borough Council Offices               |
| <b>Responsible To:</b>                      | Business Support Team Leader (Housing Services) |
| <b>Responsible For:</b>                     | N/A   |
| <b>Key Relationships/<br/>Liaison with:</b> | Council officers, tenants and members.          |

### Job Purpose

- To provide administrative support to the housing management team, including general administrative tasks and specialised tasks and projects.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

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| 1. | Provide administrative support including typing documents, minutes and letters; photocopying, answering and dealing with enquiries, telephone, email and in person; data management; post sorting, scanning, electronic filing and distribution, manual and electronic system maintenance and development etc. |
| 2. | Administer the process of verifying rent amounts on the DWP universal credit portal, maintaining accurate records on the relevant spreadsheet and, within the QL notepad, of tenants claiming universal credit.  |
| 3. | Ensure that annual rent increases are implemented effectively within the portal in respect of tenants claiming universal credit.   |
| 4. | Provide administrative support and liaison with the housing income and financial inclusion/tenancy support teams in respect of (2) and (3) above.  |
| 5. | Input, record and retrieve information on the council's housing management system (QL), document management system (Docuware), financial management system (Agresso) and customer relationship management system (Lagan) and its successors.   |
| 6. | Administer the customer satisfaction surveys for the anti-social behaviour service including carrying out telephone surveys.   |
| 7. | Be responsible for the maintenance of the electronic tenancy filing system on a day-to-day basis and provide support to the system users.  |
| 8. | Raise purchase orders and deal with invoicing queries for the tenancy service  |

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|     | and maintain the performance tracker for the estate maintenance contract.  |
| 9.  | Be responsible for the distribution and monitoring of the tenancy services centralised in-box.   |
| 10. | Be responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with council policies. |
| 11. | 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.              |
| 12. | Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.    |

### Special Factors

- 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:** Landlord Services Manager

**Date:** October 2024

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| <b>Service Area:</b> | Business Support                |
| <b>Job Title:</b>    | Business Support Team Assistant |
| <b>Grade:</b>        | C                               |
| <b>Post Number:</b>  | M306                            |

|  | Essential | Desirable |
|--|-----------|-----------|
| <b><u>Qualifications</u></b>   |           |           |
| Educated to a minimum of 5 GCSEs of grade C or above,  | ✓         |           |
| <b>Or</b>  |           |           |
| Demonstrable experience identified within the section below.   | ✓         |           |
| <b><u>Experience</u></b>   |           |           |
| Experience in an office environment.   | ✓         |           |
| Experience of dealing directly with the public.  | ✓         |           |
| Experience of working within the social housing sector.  |           | ✓         |
| IT literate and experienced in the use of a variety of IT systems including Outlook, Word, Excel and Powerpoint.                 | ✓         |           |
| <b><u>Skills / Knowledge</u></b>   |           |           |
| The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post. | ✓         |           |
| Excellent telephone manner.  | ✓         |           |
| Be able to prioritise workload and work accurately whilst under pressure and meet deadlines.                                     | ✓         |           |
| Proven ability to work with minimal supervision.   | ✓         |           |
| Use of housing management and customer relationship management databases.  |           | ✓         |
| <b><u>Interpersonal Skills</u></b>   |           |           |
| Good interpersonal skills and a proven ability to communicate effectively at all levels.   | ✓         |           |

|   | Essential | Desirable |
|---|-----------|-----------|
| Personal integrity and ability to respect confidentiality at all times.   | ✓         |           |
| Commitment to delivering excellent customer service.  | ✓         |           |
| <b><u>Other requirements</u></b>  |           |           |
| An understanding 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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| <b>Date:</b> October 2024                     |