

Job Description

Post title	Senior Housing Assistant	Grade	E
Department	Lettings	Post ref	

Overall job purpose

Organise and manage the allocation and delivery of work of the Housing Services Administration Team.

Oversee the administration and management of the Council's Housing Register, ensuring all applications for housing are processed and assessed in a timely manner and in accordance with relevant Policies and Legislation

Reporting relationships

Reports to: Team Leader – Lettings & Right to Buy

Responsible for: Team of Housing Assistants

Key tasks and responsibilities – post specific

Lead in the assessment of all Housing Register Applications, ensuring applications are recorded, updated, assessed and maintained in accordance with Policy and agreed timescales.

Coordinate the annual review of the Housing Register, processing and replying to website messages and dealing with change of circumstance requests.

Ensure all customer enquiries, be them face to face, telephone or online, relating to the Housing Service are responded to in a prompt and professional manner.

Lead in the day to day management of officers the postholder is responsible for, including regular 1 to 1's, Performance Development Reviews, training and development and officer welfare.

Maintain and manage an effective and efficient data filing and management information system ensuring that there is an organised and systematic method of ensuring tenancy files are maintained and updated on a regular basis.

Devise, maintain and update processes and procedures relating to the administration of Housing Register Applications and the lettings process.

Supervise incoming and outgoing post on behalf of the Housing Services Department ensuring it is dealt with effectively, including internal courier service.

Ensure orders and invoices received on behalf of the Housing Services Department are processed in a timely manner, including liaison with external agencies.

Manage and organise meetings and book meeting rooms, ensuring rooms are adequately set up and refreshments provided where appropriate.

Ensure availability of team members to undertake minute taking and production and circulation of minutes of meetings where required.

Lead in respect of projects and initiatives aimed at improving service delivery and the performance of the team. This includes leading on digital transformation within the service

Establish a framework for monitoring and managing performance within the Team and ensure it is implemented and operated effectively.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: