

Lancaster City Council - Job Description

Job Title:	Housing Options Assistant	Grade:	Grade 6	Job Code:	LCC188
Service/Team:	Housing & Property/Housing Options	Role Type:	Fixed	Reports to:	Housing Options Assistant Manger
Line manages:	n/a				

Job Summary

The post holder provides triage and administrative support to the Housing Options team. The team provide a wide range of services to assist vulnerable homeless and rough sleepers throughout the district to remain in their current accommodation and prevent homelessness. The post holder is responsible for providing a full range of administrative duties.

Direct Responsibilities

1. To provide general administrative support to Housing Options team.
2. Offer triage advice and deal with enquiries from members of the public on Housing/homelessness issues.
3. Receive enquiries for assistance and book appointments and allocate work in a timely manner to housing options staff.
4. Deal with all enquiries email, telephone and in wiring in a timely manner.
5. Responsible for signposting of service users and making referrals to other support agencies.
6. Work in close co-operation with other members of the Council's Housing Options team to ensure that the needs of clients are properly identified.
7. Allocate all new enquiries to relevant officers and manage the appointments diary within agreed service level agreement timescales.
8. Assist in the co-ordination and production of reports to various organisations and to ensure that this information is always produced to meet agreed deadlines.
9. Process payments of invoices/ raise invoices using the council's Financial Management Systems in line with the corporate financial procedures.
10. To raise purchase orders as required.
11. To make payment using council Procurement card and record transactions in accordance with council policy.
12. Carry out filing, photocopying and all other general office duties as required.
13. Ensure that all enquiries made in person, by telephone or letter are properly and promptly dealt with and recorded, including those from members of the public, their representatives, and members of the Council, other departments, directorates and agencies.
14. Responsible for sending out customer satisfaction questionnaires to service users monthly and inputting returned data into database
15. To be responsible for the accurate data input for the required project and programme management information systems, using the LOCATA data management system.

Primary Objectives

To provide general administrative support to Housing Options team, including allocation of work, updating of management systems and completion of financial processes including raising purchase orders and payment of invoices.

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Staff Management Responsibilities			
N/a			
Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	GCSE Grade C or above, including English and Mathematics, or equivalent qualifications. Proficient in use of IT systems including LOCATA data management system, Lagan and Authority Financials. (Training will be provided for new users) Proficient in Microsoft software including Excel, Word and Outlook.		App Form, Interview, Certificate
Experience	The role requires a good knowledge of processes, principles, procedures of the HIA team		App Form, Interview
Job Related Skills, Knowledge & Abilities	Ability to relate to and emphasis with vulnerable groups. Have a caring and understanding approach to client's needs and aspirations. Have a sensitive and discrete approach to confidential information to enable management of sensitive and confidential information relating to vulnerable clients. Ability to identify other needs of service users and make referrals to other key partner services.		App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Meet high standards for quality and customer focus at all times. Excellent verbal and written communication skills are essential.		App Form, Interview

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	Enthusiastic, responsible team player Adaptability and willingness to learn Ability to make independent decisions with minimal supervision to allocate work accordingly. Ability to work unsupervised following procedures in a pressurised environment and able to meet deadlines Be able to follow prescribed procedures and have effective organisational and time management skills Maintain all necessary records and information systems including the update of all relevant databases Ability to demonstrate methodical and precise working practises, with good organisational skills and techniques Able to demonstrate a high level of accuracy and attention to detail in the performance of duties		
Special Requirements/Other	Able to communicate politely and effectively with the general public, stakeholders and other members of staff As the post is public facing. The post holder must have the ability to relate to and emphasis with vulnerable groups and be able to communicate politely and effectively with clients and partners in a clear and informative manner.		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee signature:		Print name:		Date:	
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Manager Signature:		Print name:		Date:	
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