

Job Description

POST TITLE	HIA Support Officer	POST NO:	HH1167 HH1169
SERVICE UNIT	Housing and Development Control	GRADE:	5
JOB EVALUATION	A2069	JOB FAMILY	If applicable
RESPONSIBLE TO:	HIA Caseworker		
RESPONSIBLE FOR:	None		
LOCATION	Burnley Town Hall	STATUS	Staff

Job Purpose
To provide administrative support to the Home Improvement Agency.

Main Duties and Responsibilities:

1. To provide day-to-day administrative support to the Home Improvement Agency team, including arranging home visits, dealing with customer enquiries, preparing documentation and complying with relevant grant legislation and procedures.
2. To assist the Caseworker and HIA Manager with grant applications and deal with general correspondence which includes sending grant approval letters
3. To check that grant applications and supporting documents are returned and completed correctly and to chase missing or delayed information as appropriate in a timely manner.
4. To maintain information systems on behalf of the Home Improvement Agency, which includes electronic filing systems to collate and store information, being mindful of data protection regulations.
5. Use of IT packages to accurately input, store and manage data, including databases, spreadsheets and word processing.
6. Administering basic financial procedures, including processing grant payments, and dealing with invoices.
7. To provide an efficient customer service including of answering questions and the provision of detailed information to the public, external organisations, applicants and members of the Council. To support the service in the operation of the Idox software or relevant database application to utilise the system

effectively and maximise operational efficiency. To carryout means test where appropriate on the grant applications.

8. To work actively to promote community cohesion, good race relations and equality.
9. To attend training identified as necessary to undertake current and future job requirements.
10. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

Health and Safety

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Person Specification

POST: HIA Support Officer	GRADE: 5
DIRECTORATE: Operations	POST NO: HH1167 & HH1169

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
Qualifications		
1. Maths and English at Grade C or above, or equivalent	E	A / C
Experience		
2. Experience in the use of computers, including word processing, databases and spreadsheets.	E	A / I
3. Experience of working in an administrative section of an organisation.	E	A / I
4. Experience of using complex computer software applications, including extracting data and running reports from databases and spreadsheets.	E	A / I
Skills		
5. Ability to communicate effectively with customers.	E	I
6. Ability to work as part of a team.	E	I
7. Ability to use computer-based software packages, for example IDOX.	E	I
8. Ability to use spreadsheets and databases to extract data and run reports.	E	I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
9. Ability to organise workload, meet deadlines and complete tasks to a high standard.	E	I
10. Ability to write memoranda and letters.	E	I
11. Ability to maintain accurate records.	E	I
12. Ability to carry out routine calculations.	E	I
Knowledge		
13. Understanding of data protection regulations.	E	A / I
14. Knowledge of grant projects.	D	A / I
15. Understanding of working in a local government environment.	D	A / I
Other		
16. Commitment to providing a customer focussed service.	E	I
17. To demonstrate a professional commitment to the promotion of community cohesion, good race relations and equality of opportunity.	E	I
The Burnley Way		
Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives. Further details are contained in the Behaviour Framework		

October 2025