

Job Description

JOB TITLE	Housing Strategy, Standards and Renewal Assistant
GRADE	Band E
REPORTING TO	Senior Housing Standard Officers, Housing Renewal Team Leader and Strategic Housing and Investment Manager
JD REF	REG0008G

Purpose

Housing Strategy Standards & Renewal assistants are to provide essential frontline support to officers and managers, liaising with the public and key agencies, maintaining and managing databases, providing essential data and reports to support the performance management of the section.

Main Duties and Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Main Role Specific Duties & Responsibilities:

- Assist with the processing of actions relating to the work of the Housing Standards & Renewal and Housing Strategy Teams by visiting sites and properties dealing with the public and service users and providing advice and guidance.
- Assist with the preparation and implementation of actions to improve standards including enforcement, licensing, healthy homes, empty properties, home improvements and property accreditation.
- Assist in research to establish housing needs, housing market change and housing condition to support the development of new projects, policies and strategies, and assist with the generation of reports, statistics, maps and other information relating to government returns, performance and benchmarking data to support the work of the section.
- Assist with consultation projects and events and prepare publicity and promotional material to stakeholders on housing strategy and regeneration initiatives to support the work of the section.
- Maintain records and electronic databases and information relating to the work of the section including performance information, financial records and the Department's



Geographical Information System; ensure that the data base and systems meet the requirements of the Section and produce mapping information and reports as required.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade as directed by the Assistant Director of Housing or Senior Housing Management Team.

Role Specific Knowledge, Experience And Skills

Qualifications:

- Excellent literacy and numeracy skills.
- **Desirable** – Educated to GCSE/O Level or equivalent.
- **Desirable** - Housing or Information Technology Qualification or equivalent.

Knowledge & Skills:

- Strong communication skills both written & verbal.
- Producing reports and statistical information.
- Use of computer software packages including Microsoft Office.
- Maintaining records and databases.
- Working as part of a team.
- Able to communicate effectively with the public, staff, internal departments and other agencies.
- Co-ordinating consultation and collating results.
- Understanding of and commitment to customer care.
- Organisational skills and ability to prioritise workloads and meet tight deadlines.
- **Desirable** - Providing training to other staff.
- **Desirable** - Basic understanding of housing legislation and policies.

Experience:

- Experience working within a Housing department or similar role.
- **Desirable** – Experience of producing publicity and promotional material & organising events.
- **Desirable** - Using Geographical Information Systems and/or MVM.
- **Desirable** - Undertaking research and analysis of data & statistics.



Additional Information

- Due to the nature of the role, out of hours working is expected.
- This role is hybrid with a mixture of home, remote and office working required.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)
- Lone working

DATE OF APPROVAL: 04/04/2024

APPROVED BY: LISA NEWMAN (AD - HOUSING)

