



Job Description

Job title	Housing Co-Ordinator	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing	Salary	SK9 (£30,891 per annum)
Location	Council Offices, The Picture House, St Catherine's Road, Grantham	Contract	Permanent

Main Job Purpose

To support the Housing Officers in the provision of an integrated, high performing, customer focused housing and tenancy management service which delivers high quality and responsive services to tenants and residents in the districts housing estates.

This role is not politically restricted.

Main Statement of Responsibilities

1. Supporting the team of Housing Officers across a wide range of housing and tenancy related issues across the district; ensuring agreed housing management related tasks are actioned with outcomes fed back to relevant team members and that high standards of housing management are maintained.
2. Undertake accompanied viewings and the 'sign-up' and briefing of new tenants.
3. Undertake mutual exchange inspections and complete all of the appropriate checks required.
4. Offering initial advice around tenancy management procedures and collecting required information for tenancy management applications such as assignments, successions and death of tenants.
5. Processing of reports, updating spreadsheets and general administrative duties to support the Tenancy Services team as required.
6. Assisting residents by signposting to relevant services.
7. Identify and report any concerns relating to Safeguarding.
8. Liaising with internal colleagues and external partners in order to deliver outcomes.
9. Assist with the tenancy termination process ensuring relevant systems are updated.
10. Carrying out general office administrative duties as required ensuring the effective running of the service

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.



They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.



Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Good level of computer literacy
- Ability to deal with difficult situations in an un-confrontational and professional way
- Ability to problem solve
- Ability to remain calm during difficult situations
- Experience of working in a housing service environment and use of Housing IT packages
- Experience of working in a performance driven organisation
- Experience of general office skills and working in a team environment
- Ability to create reports and spreadsheets for statistical analysis

Desirable

- Knowledge and experience of Housing Management

Relevant Qualifications

Essential

- Good standard of general education (GCSE or above)
- Current driving license

Communication and Interpersonal Skills

Essential

- Good people and interpersonal skills
- Ability to work with a diverse range of people and groups to deliver results
- Able to communicate complex messages in a simple and empathetic way to customers
- Experience of providing high quality, customer focussed services
- Experience of dealing with difficult or challenging customers
- Experience of working with a diverse range of vulnerable customers