TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Department: Operations and Delivery – Housing and Environment

Job Title: Housing Grants Support Assistant **Post No:** 10001377

Reports to: Grant Co-ordinator **Grade:** 1 - 3

1. JOB PURPOSE

To provide efficient and effective administrative support to the Private Sector Housing team.

2. JOB ACTIVITIES

a) Processing and checking of grant and loan applications received within the department, which includes processing onto Uniform and other systems.
b) Maintaining records of grant and loan applications / approvals.
c) Processing and checking financial information for means testing.
d) Processing and checking/assisting with licensing and enforcement notices.
e) To undertake filing, photocopying and general office duties.
f) To undertake post opening, collection and distribution duties.
g) To answer telephone calls, take messages and deal with queries as appropriate.
h) To comply with the Council's policies, procedures and financial regulations.
i) Any other duties as reasonably required by the post holder's Manager or Head of Department.

3. SUPERVISION AND RESPONSIBILITIES

The post holder will communicate with other departments and outside organisations. The work may involve changing rapidly from one task to another during the working day.

The post holder will work under supervision of their manager.

The post holder must work to attain optimum performance in service delivery within your area of responsibility.

The post holder should seek the advice of their manager on difficult or contentious decisions.

4. SPECIAL CONDITIONS

The post holder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.

To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other personnel policies and procedures.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

The post holder may deal with a variety of individual cases involving persons who may be abusive, distressed, engaged in anti- social behaviour or under the influence of alcohol or other chemical substances and should be aware of the potential risks associated with such contacts and adhere to necessary precautions for his/her own safety and the safety of others.

The post holder may also deal with a variety of individual cases or enquiries involving elderly persons, disabled persons, ethnic minorities or other similar persons having special needs and should be aware of the welfare, legislative and other requirements associated in dealing with such groups of people.

This job description is a guide to the duties the post holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

PRIVATE SECTOR HOUSING SUPPORT ASSISTANT

PROFESSIONAL & TECHNICAL DEVELOPMENT

EDUCATION/QUALIFICATIONS

1. Educated to GCSE pass level standard or equivalent.
2. Good passes in Mathematics and English.
3. NVQ Level 2 Business and Administration or Customer Services or equivalent

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with people

a. Demonstrates an interest in and understanding of others
b. Adapts to the team and builds team spirit
c. Recognises and rewards the contribution of others
d. Listens, consults others and communicates proactively
e. Supports and cares for others

4.3 Analysing

a. Analyses numerical data, verbal data and all other sources of information
b. Breaks information into component parts, patterns and relationships
c. Probes for further information or greater understanding of a problem
d. Makes rational judgements from the available information and analysis
e. Produces workable solutions to a range of problems
f. Demonstrates an understanding of how one issue may be a part of a much larger system.

6.2 Delivering results and meeting customer expectations

a. Focuses on customer needs and satisfaction;
b. Sets high standards for quality and quantity;
c. Monitors and maintains quality and productivity;
d. Works in a systematic, methodical and orderly way;
e. Consistently achieves project goals.

6.3 Following instructions and procedures

a. Appropriately follows instructions from others without unnecessarily challenging authority
b. Follows procedures and policies
c. Keeps to schedules
d. Arrives punctually for work and meetings
e. Demonstrates commitment to the organisation
f. Complies with legal obligations and safety requirements of the role

7.2 Coping with Pressure

a. Works productively in a high pressure environment
b. Keeps emotions under control during difficult situations
c. Balances the demands of a work life and a personal life
d. Maintains a positive outlook at work
e. Handles criticism well and learns from it

The Post-holder should note that there are other competencies relevant to this role which may be used in the on-going appraisal of the post-holder. Please refer to the full Universal Competency Framework on the Council's Intranet.

CAREER GRADE SCHEME

				Scp:	3-7
Level 1 – Initial Appointment and induction			Grade:	1c	Scp:	3
Level 2 – Criteria to be met before progression to:			Grade:	2	Scp:	4
Competency	Criteria Ref:	**Heading**	**Behaviours**			
	1	Working with people	a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses Generally a good performance against criteria a) – f) with a maximum of two areas in need of development			
	2	Analysing	a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system. Generally a good performance against criteria a) – f) with a maximum of two areas in need of development			
	3	Delivering results and meeting customer expectations	a. Focuses on customer needs and satisfaction; b. Sets high standards for quality and quantity; c. Monitors and maintains quality and productivity; d. Works in a systematic, methodical and orderly way; e. Consistently achieves project goals. Generally a good performance against criteria a) – e) with a maximum of two areas in need of development			
	4	Following instructions and procedures	a. Appropriately follows instructions from others without unnecessarily challenging authority b. Follows procedures and policies c. Keeps to schedules d. Arrives punctually for work and meetings e. Demonstrates commitment to the organisation f. Complies with legal obligations and safety requirements of the role A good performance against criteria a) – f)			
	5	Coping with pressure	a. Works productively in a high pressure environment b. Keeps emotions under control during difficult situations c. Balances the demands of a work life and a personal life			

			d. Maintains a positive outlook at work e. Handles criticism well and learns from it A good performance against criteria b) – e)
Knowledge and Formal Training	1	GCSE (A*-c) English Language or equivalent	Requirement at all grade levels
	2	Experience of Word / Excel etc (a level 2 IT qualification would be an advantage)	Requirement at all grade levels Word, Excel, Outlook, Internet, Intranet Specific data base systems within this post as listed below: • Ferret Renovator • Effectively ensuring information on computer systems such as Uniform designed for Council use is kept up to date and accurate • IDOX document management system • Publisher • Adobe/Power PDF Advanced • Power point
	3	Customer Service or Business Administration	A Level 2 or higher qualification in either Customer Service or Business Administration. Equivalent qualifications in related areas will be considered.
Tasks and Skills	Criteria Ref:	**Item**	**Performance**
	1	Experience of working in delivering a good level of business support in a customer focused manner	Successful experience in working on Council Adaptation requests, Disabled Facilities Grants & discretionary grant referral administration, payments, approvals and completions and registering of local land charges.
There is an on-going need for staff to operate at the higher level			

Level 3 – Criteria to be met before progression to		Grade:	3	Scp:	6
Continues to meet all previous criteria plus those set out below					
Competency	Criteria ref:	**Heading**	**Behaviours**		
	1	Working with People	A strong performance against criteria a) – f) with potentially one area in need of further development		
	2	Analysing	A strong performance against criteria a) – f) with potentially one area in need of further development		
	3	Delivering Results and Meeting Customer Expectations.	A strong performance against criteria a) – e)		
	4	Following instructions and procedures	A strong performance against criteria a) – f)		
	5	Coping with pressure	A strong performance against criteria d) & e)		
Knowledge and Formal Training	Criteria Ref:	**Item**	**Performance**		
	1	GCSE (A*-c) English Language or equivalent	Requirement at all grade levels		
	2	Experience of Word / Excel etc (a level 2 IT qualification would be an advantage)	Requirement at all grade levels Word, Excel, Outlook, Internet, Intranet Specific data base systems within this post as listed below: • Ferret Renovator • Effectively ensuring information on computer		

			systems such as Uniform designed for Council use is kept up to date and accurate • IDOX document management system • Publisher • Adobe/Power PDF Advanced • Power point
	3	Ferret means testing training	Completed the Ferret introduction to means testing and intermediate course and confident in processing means tests in accordance with procedure.
Tasks and Skills	Criteria Ref:	**Item**	**Performance**
	1	Experience of working in delivering a good level of business support in a customer focused manner	Successful experience in working on Council Adaptation requests, Disabled Facilities Grants & discretionary grant referral administration, payments, approvals and completions and registering of local land charges. Carry out means testing following department procedure with confidence.

It is important that the contents of this Career Grade Scheme remain relevant to the current and future needs of the Council. They are therefore subject to annual management review and amendment.

Line Manager Print Name		**Date:**	
Line Manager Signature			
Assistant Director Print Name		**Date:**	
Assistant Director Signature			

Please use E-Signature or written signature on this form for audit purposes