Job description

Job title: Housing Options Admin Assistant
Directorate/Team: Housing Options
Reporting to: Housing Options Manager
Salary scale point: Grade 3
Politically restricted post: No
DBS requirement: Basic

Job purpose

To provide support to the Housing Options team with general administration tasks arising in connection with the day-to-day functions of the service.

To maintain and manage records, systems, data returns and performance data on domestic abuse and homelessness.

Key corporate accountabilities

- Work collaboratively and support other colleagues (as required) to deliver homelessness services.
- Deliver excellent customer service to both internal and external customers.
- Promote, implement and comply with the Council's corporate strategies, policies and practices in relation to employment and services.

Key service-related accountabilities

- Maintain records and ensure that the appropriate IT systems are kept up to date reflecting changes in circumstances, following the appropriate procedures and guidelines.
- To work with internal/external organisations and agencies as required, to deliver the council's services to homeless clients.
- Provide admin support to the Housing Options department in respect of documentation, casework, projects and reporting.
- Respond to initial email enquiries and refer queries and issues to the relevant adviser or service area, as appropriate.
- Collate data and use this to prepare reports and statistical information as required.

- To support colleagues with administrative elements of case work as required.
- Work as part of a team, providing support to colleagues, in order to contribute towards enhanced team performance and improve service delivery.

General requirements

- All employees will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested.
- Duties and responsibilities must be carried out in accordance with relevant Council policies and procedures, within legislation and any code of professional ethics of relevant professional body.
- All employees are expected to maintain a high standard of customer care in the context of the council's core values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in personal learning and development necessary to the post.
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These may change in consultation with the postholder.

General details

Date document last reviewed/version: June 2025 (Final)

Person specification

Information for applicants

Job title: Housing Options Admin Assistant

Qualifications

Essential

- Educated to a minimum GCSE or equivalent standard

Skills and abilities

Essential

- Ability to input and retrieve information from computer systems to produce and report statistical data.
- Experience of working in a customer focused environment
- Ability to use effective written and verbal communication skills to assess and meet the needs of customers, colleagues and managers.
- Ability to deal effectively with a diverse range of customers and agencies.
- Ability to work closely with other agencies; to effectively liaise, communicate and build effective relationships with internal and external customers.
- Able to use a variety of computer software packages.
- Have an understanding of diversity and equality requirements around service delivery.
- Ability to work in a pressured, fast moving environment.
- Ability to work independently when required.

Organisational competencies

The council has four competency areas based on the four values:

- Pride
- Accountability

- Collaborate
- Excellence

Each competency has performance standards along with examples of expected behaviours. Listed below are the competencies for employees.

Pride

We will take pride in what we do and demonstrate integrity in how we do the following things.

- You are positive to customers and colleagues about services the council provides.

Accountability

We will take responsibility, do what we say we will and see things through.

- You know and are clear about what jobs and tasks you have to do and when these are to be completed.

Collaborate

We will work with others and help people to succeed.

- You build good working relationships with others inside and outside the council.

Excellence

We will strive to do things well and look for ways to improve and learn.

- You regularly talk with your manager and colleagues about how you and your team can learn new things and improve the way you do things at work.