

Gravesham Borough Council

Division:	Housing & Operations
Department:	Housing Options
Post Title:	Housing Improvement Assistant
Grade:	SC4
Hours	37
Responsible to:	Private Sector Housing Manager

Job Description

To provide administrative support to the Private Sector Housing Team including the administration of key projects and initiatives, maintaining computerised and written records and the efficient answering of telephone calls and enquiries on behalf of the team.

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop as working practices change in order to meet the demands of the service, new legislation or policies of the council. It is expected the post holder will contribute to and assist in the development of such changes

Job summary

1. Provide administrative and clerical support to the service.
2. Answer telephone calls and enquiries promptly and courteously and provide appropriate advice.
3. Receive and distribute incoming post, and document all correspondence in accordance with departmental procedures.
4. Filing of documents, both paper based and electronic, including the preparation of files for scanning, indexing and quality checking.
5. Maintain accurate and up to date records for the team using software systems.
6. Record and monitor performance indicators for the team and run reports when requested.
7. Maintain scheme records relating to licensing, including public registers, safety certificate databases, and expiry and renewal schedules.
8. Support the council's landlord engagement activities, including the annual Landlord Event and Landlord Focus Group.
9. Use the council's financial management computer systems to place official orders and monitor their progress.
10. Assist with the delivery and promotion of other housing initiatives as required.
11. Ensure that all council policies relating to health and safety are strictly adhered to at all times.

Main responsibilities

To assist the council in meeting its statutory duties in respect of private sector housing.

Provide a support service to all team members and take telephone calls from professionals, customers and stakeholders.

To respond to telephone calls and correspondence within the Council's specified target timescales.

Working in partnership with internal and other external agencies contribute to the achievement of Council's overall performance objectives, community development, sustainability and development.

General

A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974 and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder will comply with Statute and Council Policy in all respects

To undertake any new or refresher training for modules and also to pass training onto users.

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

To participate as required in the Council's Emergency Planning Operations which may involve duties outside the post holder's normal job description and contracted hours. In the event that an incident has occurred which disrupts the council's ability to deliver it's critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder's competencies in other departments and/or at other locations.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community safety. It is also required that community safety is to be a thread running through all functions of the LA

A commitment to excellent customer service and the values of the Council

	PERSON SPECIFICATION	
	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)	Ability to work well as part of a team. Ability to use your own initiative and solve problems.	

	<p>Excellent written, numerical and oral communication skills.</p> <p>Excellent customer service skills.</p> <p>Ability to deal well with difficult customers.</p> <p>Be organised and have a good attention to detail.</p> <p>Ability to prepare accurate written records and documents.</p> <p>Ability to confidently use Microsoft Word and Excel, and other IT software systems</p> <p>Ability to work well under pressure.</p>	
<p>KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations)</p>	<p>Awareness of the private sector housing functions of a local housing authority.</p>	
<p>QUALIFICATION TRAINING (Educational/vocational qualifications and other training) Verification will be required</p>	<p>4 GCSE's at grade C or above, including Maths and English, or equivalent qualifications</p>	<p>Housing, Business Administration or Customer Service qualification</p>
<p>EXPERIENCE (Level and type of previous experience)</p>	<p>Experience of working in a busy office environment.</p> <p>Experience of working with customers, in person and on the phone.</p> <p>Experience of dealing with difficult situations and customers.</p> <p>Experience of preparing formal or statutory documents.</p> <p>Experience of designing and maintaining records and databases.</p>	<p>Experience within a housing related field</p>
<p>QUALITIES</p>	<p>Excellent customer service perspective</p>	

<p>(Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work cooperatively in a team)</p>	<p>Proven, good and supportive team player</p> <p>An organised and methodical approach to record keeping and files including electronic and manual systems</p> <p>Commitment to Equal Opportunities</p>	
<p>SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)</p>	<p>Must have adaptable and flexible attitude to work requirements</p>	