



Role Profile

This section provides key information relating to the role

Job Title:	Housing Accounts Assistant		
Post No:	P01581	Grade:	D
Team:	Income and Home Ownership	Location:	White Lion House
Responsible to:	Home Ownership Team Leader		

Overall job purpose:

To provide a proactive, comprehensive and high quality administration support service for the Income & Home Ownership Team.

To support the administrative processes for rent accounting for dwelling and garage tenancies in accordance with current audit, accounting and legislative practices.

To process and manage the teams email inbox directing enquiries to the appropriate officers where they cannot be responded to in the first instance.

To support the administration of the annual rent increase process.

To ensure all records relevant to the role, whether computerised or manual, are accurate and up to date. To ensure the appropriate handling of detailed, sensitive and personal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.

Key areas of focus:

1.	To deliver a high quality, efficient and compliant housing accounts administrative support service ensuring allocated processes are delivered on a timely and accurate basis.
2.	To provide administrative support on the day to day operations and the development of services for the Income & Home Ownership Team.
3.	To manage the post into the team, including logging, acknowledging and distributing to the relevant member of staff to ensure service standards are met.
4.	To process purchase orders, including raising them and ensuring payments are made in line with the Council's standing orders.
5.	To work closely with Income, Transactions and Home Ownership Service Officers to ensure delivery of excellent customer service at all times.
6.	To provide admin support to the Home Ownership Team with regards to the processing of Right to Buy applications.
7.	To support the delivery of the rent statement production process ensuring effective support is provided to meet agreed deadlines and service standards.

8.	To ensure rent account records on the council's housing database or relevant management database are updated when transactions are carried out as appropriate.
9	To process and amend Direct Debits as required, liaising with banks and building societies as required to remedy accounting issues on behalf of the Income & Home Ownership Team.
10.	To issues rent change notifications and pay point cards when charges or tenancies change, or as requested by the Income Team members. To process telephone payments made by residents.
11.	To process rechargeable repairs and court costs to the sub-account and notify the relevant officers when set up.
12.	To process debts to be written off as requested once approved following the agreed policy and procedures.
13.	To provide reception cover at the Hatfield office as appropriate ensure knowledge and skills are developed to provide a comprehensive customer facing, local housing office reception service.
14.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
15.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
16.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent and grade C or above in English and Maths or can demonstrate demonstrable financial administration experience	x		AP
Experience of providing an administrative support service in an accounts environment		x	AP
Knowledge			
Skills and abilities			
Excellent numeric, analytical and decision making skills	x		AS
Able to work in a high volume transactional environment	x		AP/IN
Ability to provide accurate data and information	x		AP/IN
Ability and confidence to make decisions independently where the situation requires it	x		AS/IN
Other attributes			
Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability to communicate effectively in a range of different situations	x		IN
Good written and verbal communication skills tailored towards a range of audiences, including reports and presentations		x	AP/AS
Ability to produce basic information and present this information in a meaningful and understandable way	x		AS
Good time management and organisational skills to effectively manage and plan a varied workload and manage conflicting demands	x		AS/IN

Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations	x		AP/IN
Ability to manage financial records for tenants securely and accurately in line with legislation.	x		IN

**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview**

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.