

Role Profile

This section provides key information relating to the role

Job Title:	Housing Estates Services Support Officer		
Post No:	RP0017	Grade:	E
Team:	Neighbourhood & Enforcement	Location:	Campus East
Responsible to:	Housing Estate Services Manager (Housing)		
Responsible for:	N/A		

Overall job purpose:

To provide a customer focused, proactive, and high-quality administration service to support the delivery of the neighbourhood and estate management functions to tenants and leaseholders across the borough.

To support the Housing Estate Services Manager, Housing Estates Services Caretaker and Neighbourhood Team in delivering a responsive service to customers, providing high quality administrative and technical support and taking the lead on allocated administrative processes.

To deliver services ensuring that all relevant processes are timely and in line with the current legislative requirements.

To ensure the appropriate handling of detailed, sensitive and personal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.

The post holder will deliver high levels of satisfaction to council tenants and leaseholders.

Key areas of focus:

1.	To support the delivery of a comprehensive high quality, efficient and compliant tenancy, housing and estate management service for the councils housing stock and leaseholders, providing customer focused administrative support in respect of the team delivering its key objectives.
2.	To provide a responsive and customer focused service on a wide range of customer enquiries via personal contact and ensure a high level of customer service.
3.	To advise and update Neighbourhood Officers as necessary, referring complex matters to the patch officer to manage.

4.	To manage and co-ordinate the administration of a range of applications, working collaboratively with internal teams and Neighbourhood Officers to facilitate inspections and the required customer facing interaction including phone, email, face to face meetings and onsite meetings, ensuring the applications are delivered in line with current policies and procedures and statutory timeframes.
5.	To ensure an efficient support service is provided to the Neighbourhood Management service taking ownership and delivering appropriate administrative support tasks as agreed by the management team. This will include, but not limited to filing, photocopying, distributing of post, stationery, raising of purchase orders, creating and maintaining process maps, systems and accounts administration.
6.	To manage and co-ordinate the Neighbourhood and Housing Estates inboxes as required, including email and Orchard Dashboard, delivering a first-time resolution where possible.
7.	To facilitate the customer facing delivery of the allocations process, working with internal teams to ensure viewing and sign-up appointments are arranged promptly to achieve KPI targets.
8.	Undertake the administration of letting garages and store sheds, working in partnership with Neighbourhood and Income Officers to ensure garage allocations, store sheds, rents and termination processes are managed collaboratively and effectively.
9.	Working with the Housing Estates Services Manager to manage contracts/contractors, and support with onsite visits to review and report on contractor SLA's and KPI's.
10.	To manage and co-ordinate Estate Inspection schedule and publish online. This may include carrying out Estate Inspections when required.
11.	To assist Neighbourhood Officers and the Housing Estates Services Manager in maintaining 'sterile environments' within communal areas. This will be managed by education, assistance and removal of items deemed to be a health and safety risk in accordance with current policies and procedures.
12.	To coordinate inspections of grounds maintenance to ensure that standards are being kept according to the grounds maintenance specification and to provide evidence of high value ad-hoc grounds maintenance works on completion.
13.	Assist in responding to Jadu cases and members enquiries in line with current policies and procedures.
14.	To assist in arrangements for local community and resident involvement meetings and events as required.
15.	To administer locally agreed schemes, i.e. insurance, welfare, etc. to ensure a customer focused and efficient service to residents.
16.	To ensure information and records are accurately recorded on the council's shared housing management database and report within the council on progress and outcomes of the allocated caseload and work processes as required.
17.	To deliver services that meet legislation and regulatory requirements and reflect best practice and deliver excellent customer service at all times.
18.	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.
19.	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.
20.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

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 experience in a related field	x		AP
Knowledge			
Experience in providing customer service and administration	x		AP
Skills and abilities			
Ability to provide accurate data and information	x		AS
Ability to develop creative solutions to problems	x		AP/AS/IN
Ability to multi-task and prioritise often conflicting tasks	x		AS
Ability and confidence to make decisions independently where the situation requires it	x		AS/IN
Ability to travel and work from range of locations when required.	x		AP/IN
Communication Skills			
Ability to communicate effectively in a range of different situations	x		IN
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders	x		IN/AS
Excellent level of written and verbal communication skills tailored towards a range of audiences	x		AP/AS/IN

Physical Skills and Demands			
Intermediate level of IT literacy with Microsoft Packages, especially MS word and Outlook	x		AS
Emotional Demands			
Ability to display conciliatory and empathic skill with staff and members of the public	x		AS
Ability to deal with people with multiple support needs	x		AS/IN
Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour	x		AP/AS/IN
Other Attributes			
To demonstrate an understanding of the principles of equality and diversity	x		IN
Full driving licence and access to a car	x		AP

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.