



Role Profile

This section provides key information relating to the role

Job Title:	Housing Needs Administrator		
Post No:	P01620	Grade:	E
Team:	Housing Needs	Location:	Campus East
Responsible to:	Housing Needs Team Leader		
Responsible for:	N/A		

Overall job purpose:

To support the Housing Options Team in delivering an excellent responsive service to customers, providing high quality administrative and technical support, taking the lead on allocated administrative processes as necessary and dealing directly with initial enquiries via telephone, email and/or office visits.

To ensure that all relevant processes are timely and in line with the current legislative requirements and the appropriate handling of detailed, sensitive and personal information.

Key areas of focus:

1.	Provide high quality, customer focused, administrative support to the housing options team. Including but not exclusively, updating customers, gathering information, filing, photocopying, dealing with incoming post, raising purchase orders, updating IT systems and information.
2.	Provide a responsive, accurate and compassionate service to customers who contact the housing needs service by email, telephone, letter or in person, or where necessary directing enquiries to the relevant team, officer or manager.
3.	Maintain accurate customer records and update IT systems as appropriate, taking account of relevant legislation relating to personal data.
4.	To administer locally agreed schemes, i.e. rent deposit guarantee, spend to save, mediation to ensure a customer focused and efficient service to residents.
5.	To ensure information and records are accurately recorded on the council's relevant customer management systems and report within the council on progress and outcomes of the allocated caseload and work processes as required.
6.	Working in partnership with other agencies as appropriate, resolving complaints and other concerns, including safeguarding issues, as raised by staff, residents and/or their relatives and partner agencies. This may include supporting officers and managers with responding to formal complaints, ombudsman, MP and councillor enquiries.

7.	To liaise with housing benefit, our temporary accommodation team and hotels to help resolve outstanding benefit claims.
8.	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.
9.	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.
10.	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			
Good general standard of education including Maths and English Language GCSE grades 9 – 4 or equivalent	✓		AP
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.	✓		AP/AS
Experience of working in a customer facing role.	✓		AP/IN
Skills and abilities			
Ability to work to deadlines.	✓		AS/IN
Ability to work under own initiative to find solutions to problems on a regular basis	✓		AP/IN
Good level of numeric, analytical and decision-making skills.	✓		AS/IN
Ability to remain calm and deal with people who may display challenging behaviour in emotionally demanding situations	✓		AP/IN
Experience in providing high levels of customer service	✓		AP/IN

Excellent level of written and verbal communication skills, and the ability to communicate effectively with a range of audiences	✓		AP/IN
Ability to produce written documents to a high standard.	✓		AP/AS
Other attributes			
To demonstrate knowledge and understanding of equality and diversity and be able to apply it to your role.	✓		IN
To demonstrate knowledge of data protection principles in everyday situations.	✓		IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English.	✓		IN

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.