

JOB DESCRIPTION

Post Title: Housing Assistant	Director/Service/Sector: Planning, Economy & Housing		Office Use
Grade: 3	Workplace:		JE ref: 2912
Responsible to: Senior Housing Services Officer	Date: August 2014	Manager Lever: N/A	HRMS ref:
Job Purpose: <ul style="list-style-type: none">• To provide administrative support to the Housing Services team(s) to help meet the needs of the service• To accurately maintain and update relevant technical databases, client records and systems.• To respond appropriately to enquiries from customers and clients.• The postholder will be committed to the primary council objectives to ensure that a customer focused service is provided and that service delivery is to the highest standards of customer care and quality			
Resources	Staff	None	
	Finance	Process and raising orders, receipting goods, processing invoices, day to day responsibility for monitoring use of small budgets	
	Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation, ensuring data is input and maintained accurately. Careful use of allocated, equipment and facilities	
	Clients	Daily contact with customers, Elected Members, council employees, partner organisations, private & voluntary sector organisations; some contact with clients in distress or dispute with the council.	
Duties and key result areas: <ul style="list-style-type: none">• Provide administrative support to meet the needs of the service.• To receive, acknowledge receipt and process queries and applications via appropriate IT systems.• Act as a point of contact for customers, taking responsibility for handling enquiries through to a satisfactory conclusion.• Provide accurate and up to date information and advice.• Ensure that all equipment is used in accordance with operating instructions, health and safety requirements and security demands.• Utilise relevant ICT systems to maintain accurate and up to date records, files, databases and statistical information• Receive and record details of compliments, comments and complaints and provide advice and guidance to customers.• Service and facilitation of meetings and forums including minute taking.• Produce and update promotional information and leaflets regarding the services which are available.• Liaise with internal and external partners to build good relationships, solve enquiries and provide feedback on services.• Maintain high standards of customer care at all times and promote a culture of service excellence.• Contribute to the continuous improvement of the service.			

- Assist in the monitoring of outputs and outcomes and report progress to targets; to compile and present a variety of information and statistics, including writing reports for use by the Council and other groups.
- To undertake any other appropriate duties of a similar level and responsibility as may be required from time to time.
- To promote the service, the Council and partner organisations positively at all times.
- The post holder will deliver a consistent and reliable customer service, which meets and wherever possible exceeds customers' expectations and will be required to identify and resolve any customer problems or complaints in a positive manner.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

Working patterns:

Working conditions:

The role may involve the need to travel between offices and to other locations across the county.

Flexible working; may be required to occasionally work outside normal working hours

Office based.

PERSON SPECIFICATION

Post Title: Housing Assistant		Director/Service/Sector: Planning, Economy & Housing	Ref: 2912
Essential		Desirable	Assess by
Knowledge and Qualifications			
<ul style="list-style-type: none"> • A good general level of education • A sound working knowledge of the procedural and practical issues relating to customer services. • An awareness of and interest in the current issues facing the council and the services it provides. • Appreciates the relationship between customer care, cost, quality and performance. • Willing to undertake appropriate training. 		<ul style="list-style-type: none"> • NVQ Level 2 in Business Administration/Customer Services or equivalent • CLAIT or equivalent • 	
Experience			
<ul style="list-style-type: none"> • Knowledge and Experience in a relevant context and service • Direct contact with the public, giving help advice and information. • Proficient in using IT word processing, database and spreadsheet packages • Gathering, organising and managing information. 		<ul style="list-style-type: none"> • Dealing with others at different organisational levels • Working in an environment governed by clear processes and procedures • Worked within a Housing Services function including Homelessness, Housing Register and Private Sector work 	
Skills and competencies			
<ul style="list-style-type: none"> • IT literate • Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources • Communicates clearly orally and in writing • Ability to work methodically and organise own workload • Customer oriented 		<ul style="list-style-type: none"> • Negotiation skills • Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone 	
Physical, mental and emotional demands			
<ul style="list-style-type: none"> • Excellent verbal communication skills with the ability to facilitate open discussion in order to determine service provision requirements • Must be able to work as part of a team • Enthusiastic and committed • Proactive approach to problem solving and customer care • Ability to work calmly and accurately under pressure • Flexible approach. 			
Motivation			
<ul style="list-style-type: none"> • A corporate orientation and commitment to tackling issues across departmental boundaries. • Dependable, reliable and good time keeper. • Encourages and displays high standards of honesty, integrity, openness and respect for others. 			

<ul style="list-style-type: none"> • Customer focussed and able to deliver within tight timescales • Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. • Proactive and achievement orientated • Works with minimal supervision 		
Other		
<ul style="list-style-type: none"> • Ability and willingness to travel between offices within Northumberland as required. • Flexible working as determined by the requirements of the service (Saturday & evening work may occasionally be required) 		