

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b> Housing Assistant	<b>Director/Service/Sector:</b> Place – Housing		<b>Office Use</b>
<b>Band:</b> 3	<b>Workplace:</b> Headquarters		<b>JE ref:</b> 501
<b>Responsible to:</b> Business Manager	<b>Date:</b> February 2009	<b>Manager Level:</b> N/A	<b>HRMS ref:</b>
<p><b>Job Purpose:</b> To support the Head of Housing in the performance management of the Housing Unit and co-ordinate the work stream reporting to Head of Housing. Deal with calls and incoming enquiries by any electronic method, resolving as many queries as possible at the first point of contact, whilst referring more serious enquiries to Senior Management, as appropriate. To compile financial information and technical assistance to support Head of Housing and Business Manager.</p>			
<b>Resources</b>	Staff	None.	
	Finance	Dealing with any appropriate financial matters, as necessary.	
	Physical	Ensuring data is inputted and maintained accurately. Careful use of allocated tools, equipment and facilities.	
	Clients	Council employees, members of the public, public, private and partner sector organisations	
<p><b>Duties and key result areas:</b></p> <ol style="list-style-type: none"> <li>1. Act as first point of contact for customers, taking responsibility for handling each enquiry through to a satisfactory conclusion.</li> <li>2. Manage the flow of financial information, payments and receipts.</li> <li>3. Provide accurate and up to date information and advice on all services of the Housing Department and its partner services and co-ordinate performance reporting across the unit, including design &amp; development of information leaflets and update the website.</li> <li>4. Assist in monitoring performance of the ALMO and LSVT's in Northumberland.</li> <li>5. Contact customers to follow up initial queries where appropriate.</li> <li>6. Utilise relevant ICT systems to maintain accurate and up to date records, files and statistical information.</li> <li>7. Liaise with internal and external partners to build relationships, solve enquiries and provide feedback on services.</li> <li>8. Monitor payment of management and SLA fees to partners.</li> <li>9. Undertake research and collation of data to assist in the development of Housing Strategies.</li> <li>10. Assist in the development and refresh of the HRA Business Plan.</li> <li>11. Maintain high standards of customer care at all times and promote a culture of service excellence.</li> <li>12. Contribute to the continuous improvement of the service.</li> </ol> <p>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.</p>			
<b>Work Arrangements</b>			
Transport requirements:	Some travel between offices may be required.		
Working patterns:	Normal working hours, with flexi-time available provided cover available.		
Working conditions:	Office based.		



Post Title: Group Support Assistant - Housing	Director/Service/Sector: Place Group – Housing	Ref: 501
Essential	Desirable	Assess by
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li><input type="checkbox"/> A good general education</li> <li><input type="checkbox"/> A sound working knowledge of the procedural and practical issues relating to housing services.</li> <li><input type="checkbox"/> An awareness of and interest in the current issues facing the council and the services it provides.</li> <li><input type="checkbox"/> Appreciates the relationship between housing, cost, quality and performance.</li> <li><input type="checkbox"/> Willing to undertake appropriate training.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> CLAIT or equivalent</li> </ul>	Application A, B Sight of original certificates A, B Interview
<b>Experience</b>		
<ul style="list-style-type: none"> <li><input type="checkbox"/> Telephone contact with the public. Giving help advice and information.</li> <li><input type="checkbox"/> Proficient in using IT word processing, database and spreadsheet packages</li> <li><input type="checkbox"/> Gathering, organising and managing information.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Dealing with others at different organisational levels</li> <li><input type="checkbox"/> Working in an environment governed by clear processes and procedures</li> </ul>	Testing B Application A, B C, D, E, F, G Reference A, B Interview A, C, D, E, F, G
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li><input type="checkbox"/> IT literate</li> <li><input type="checkbox"/> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources</li> <li><input type="checkbox"/> Communicates clearly orally and in writing</li> <li><input type="checkbox"/> Ability to work methodically.</li> <li><input type="checkbox"/> Customer oriented</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Negotiation skills</li> <li><input type="checkbox"/> Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone</li> </ul>	Application A Interview B, C, D, E, F, G Testing A Interview
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent verbal communication skills.</li> <li><input type="checkbox"/> Must be able to work as part of a team</li> <li><input type="checkbox"/> Enthusiastic and committed</li> <li><input type="checkbox"/> Proactive approach to problem solving and customer care</li> <li><input type="checkbox"/> Ability to work calmly and accurately under pressure</li> <li><input type="checkbox"/> Flexible approach.</li> </ul>		Application Interview: A, B, C, D, E. F
<b>Motivation</b>		
<ul style="list-style-type: none"> <li><input type="checkbox"/> A corporate orientation and commitment to tackling issues across departmental boundaries.</li> <li><input type="checkbox"/> Dependable, reliable and good time keeper.</li> <li><input type="checkbox"/> Encourages and displays high standards of honesty, integrity, openness and respect for others.</li>   <li><input type="checkbox"/> Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued.</li> <li><input type="checkbox"/> Proactive and achievement orientated</li> <li><input type="checkbox"/> Works with minimal supervision</li> </ul>		Application Interview: A, B, C, D, E. F
<b>Other</b>		
<ul style="list-style-type: none"> <li><input type="checkbox"/> Ability and willingness to travel between offices within Northumberland as required.</li> </ul>		Interview A, B

☐ Flexible working as determined by the requirements of the service.		
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