



Hart job description and person specification

Job Description

Job title

Business Support Officer – Housing Specialist

Department

Community Services

Grade

E

Salary

£27,803 to £30,825

Manager

Housing Strategy and Development Manager

Job summary

The post will assist the Housing Solutions, Strategy and Development and Private Sector Housing Teams with a wide range of roles to support the Councils housing functions.

This role will be involved in supporting the housing team in:

- Assisting customers with housing register applications.
- Liaising with external agencies to access essential housing register information for customers and housing staff.
- Working with the private sector housing team to ensure that Disabled Facilities Grants are accurate and processed in a timely manner.
- Editing and updating website content on the housing pages to reflect current guidance and advice.
- Communicating regularly with the wider housing team, to keep them informed of the service demands and trends that have been identified.
- Keeping up to date with current local and national guidance on housing issues.
- To provide specialist administrative and technical support to the Housing Team
- Leading on promoting high levels of customer service both internally and externally.

- Co-ordinating and processing financial requests and payments for the Housing Team
- To provide specialist support for the housing register services within the Housing Team
- To administratively support specific housing projects identified by the Line Manager

Main responsibilities and activities

1. Overseeing and managing the Housing email inbox and co-ordinating responses to emails.
2. Providing specialist support across the range of services provided by the Housing Team, including leading on the validating, and organising of financial and legal documentation required for housing register applications.
3. Managing housing register applications.
4. Making decisions on housing register applications using Hart's Allocation's Policy.
5. To be the key point of contact for incoming telephone calls to the housing service including being responsible for making appropriate records and referrals for complex and/or safeguarding issues as required.
6. Being the first point of contact to assist applicants regarding matters relating to the housing register including Local Connection, banding, bedroom allocation queries and average waiting times and guide them through the next steps in the process.
7. Lead on advising customers about the properties available on the weekly bidding cycle, how to bid, and guide them through placing online bids.
8. Responsible for setting up and managing Auto Bidder for applicants.
9. Identify applicants with specialist needs, including those who are elderly and/or vulnerable who may require support and assistance to complete their housing register application.
10. Be responsible for devising appropriate correspondence to send to housing register applicants and professionals as required.
11. Lead on checking immigration status via Government Gateway and guidelines on EEA and EU areas for applicants including requesting and recording relevant documents.
12. Assist customers at the Housing duty desk to establish what service they require and helping them with the next steps of their enquiry.
13. Helping housing customers at the Housing duty desk, with their housing register applications, and checking and verifying official documents required for their housing register applications.
14. Helping customers and the Private Sector Housing Team with Disabled Facilities Grant applications including, processing financial information, and managing the payments to ensure they are accurate and paid on time.
15. Liaising with the Strategy and Development Team to provide accurate information to customers on upcoming new affordable housing developments within the district.
16. Supporting the Housing Team to produce material for public consultation and information events and to provide support at the events.

17. Identify safeguarding concerns when dealing with customers and take responsibility for making safeguarding referrals.
18. Leading on providing financial administrative support to the Housing Team
19. Acting as first point of contact, to receive and process complaints.
20. Managing content on the housing website pages.
21. To organise, support and attend internal and external, formal, and informal meetings as required.
22. To maintain and update databases (internal and external) and other information systems as required.
23. To be the lead to generate financial and performance information reports and data as required by Housing Managers.
24. To manage and organise the teams work rota to provide suitable cover to deliver the required level of front-line customer services.
25. To undertake other duties such as the Line Manager determines, commensurate with the grade including projects.
26. Provide a high-quality service for our residents, staff, managers, and external partners.
27. Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
28. Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.

- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification



Job title

Business Support Officer – Housing Specialist

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	Education to GCSE level or equivalent at Grade C of Grade 4 or above, to include Maths and English.	Education to A-level or equivalent standard	Application form and certificate
Experience and knowledge	Experience with operating computer-based information systems and other software. Experience of working in an administrative capacity in an office environment. Committed to providing high-quality customer service	Experience of working with a range of agencies and partners Housing knowledge and understanding of affordable housing	Application form and interview

Attributes	Essential	Desirable	Evidence
<p>Skills and abilities</p>	<p>Excellent interpersonal skills, able to engage with individuals from a range of backgrounds and with diverse needs.</p> <p>Excellent listening skills to understand the needs of customers and colleagues.</p> <p>Computer literate and proficient in Microsoft Office software including Word and Excel.</p> <p>Ability to organise and prioritise own workload.</p> <p>Good writing and organisational skills.</p> <p>Time management skills – managing and prioritising a range of tasks and responsibilities.</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome</p>		<p>Application form and interview</p>

Attributes	Essential	Desirable	Evidence
Personal qualities	<p>Ability to take on responsibility, work under pressure, and manage a busy workload.</p> <p>Ability to work as part of a team and/or alone as required and use own initiative</p> <p>Creative thinker.</p> <p>Confident with the public.</p> <p>Ability to communicate competently, clearly and accurately in written and spoken English for a range of audiences.</p> <p>Excellent telephone manner and customer care skills.</p> <p>Commitment to professional and personal development</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>		Application form and interview
Other working requirements		Ability to attend meetings out of usual working hours	Application form

Signatures:

Job-holder

Manager