JOB DESCRIPTION

JOB TITLE: Neighbourhoods Assistant  POST NO: 

DEPT/SECTION: Housing Services/Neighbourhoods Team  GRADE/SCALE: 4

RESPONSIBLE TO: Team Leader Tenancy Management, or; Team Leader Estate Management and Tenant Participation

RESPONSIBLE FOR: N/A

MAIN PURPOSES OF POST

To provide support and administrative services to the Neighbourhoods Team.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities must be undertaken to comply with Council policies and procedures.

1. To provide general admin and clerical support to the Neighbourhoods Team.

2. To assist senior officers to compile information and statistics for monitoring and reporting purposes and to prepare reports.

3. To assist with the maintenance of, and to maintain and update with necessary detail and accuracy, the Team’s IT and paper-based management, recording and filing systems.

4. To use various ICT systems and software, including Word, Excel, Powerpoint, desktop publishing, MapInfo.

5. To assist with monitoring, ordering and paying for services and goods using an IT accounts system.

6. To be the first point of contact for the team by telephone, emails, texts and other electronic communication.

7. To respond to customer enquiries.

8. To liaise with other sections within the Council and with external organisations.

9. To attend meetings to take minutes where required.

10. To assist with the preparation of formal legal statements for use in legal proceedings.

11. To be aware of the operational requirements of data protection and storage of personal information, to advise a senior officer of any actual or potential breach and, where necessary, to delete data under the direction of a line manager.

12. To record and report safeguarding concerns in line with policy and procedures.
13 To carry out any other duties commensurate with the post and which are similar in level of responsibility.

14 The following requirements are expected of every employee:

- To participate in the improvement initiatives of the Council and the Service.
- To use the Council’s computer systems in respect of the duties of the post and to have particular regard to duties of confidentiality and the Data Protection Act.
- To be aware of, and implement the procedures relating to health and safety.
- To attend in-service training as required.
- To be aware of, and implement, the Council's Equal Opportunities Policy.
- To work flexibly within the team.

SPECIAL FEATURES OF POST

15 You may be required to work out of normal working hours, for which time off in lieu will be given.

16 Attendance at relevant meetings, forums and groups.

17 You may be required to carry out your duties from a base, some other Council site.
PERSON SPECIFICATION

JOB TITLE: Neighbourhoods Assistant

SERVICE and SECTION: Housing Services - Neighbourhoods Team

SKILLS/KNOWLEDGE/ABILITIES - ESSENTIAL

1. Excellent organisational and admin skills.
2. The ability to file and extract files and documents efficiently and accurately, including shelving/cabinets from floor to above head height.
3. The ability to input and extract data from manual and computer based systems.
4. Excellent customer care skills.
5. The ability to maintain clear and accurate manual and ICT records.
6. An ability to work under pressure.
7. The ability to type quickly and accurately.
8. The ability to take and transcribe accurate contemporaneous notes whilst assisting officers who are interviewing clients.
9. The ability to input, monitor and maintain IT systems for monitoring, ordering and paying for goods and services.
10. A high level of communication and interpersonal skills.
11. The ability to work as part of a team and on own initiative.
12. An awareness of equalities and diversity and a commitment to implement the Council’s equalities and diversities policies.

SKILLS/KNOWLEDGE/ABILITIES - DESIRABLE

13. Knowledge of the roles and responsibilities of local authority social housing providers, particularly one or more of tenancy management, tenancy support/sustainment, estate management, tenant participation/involvement.
14. Ability to use desktop publishing IT.

EXPERIENCE - ESSENTIAL

15. Using IT systems, including Word, Excel, Access, Powerpoint and Outlook.
16. Working as part of a team.
17  Working in a customer focused environment.
18  Dealing with people across a broad range of housing and/or other work related situations.

EXPERIENCE - DESIRABLE

19  Working in a social housing tenancy management, estates management or tenant participation setting.

QUALIFICATION/TRAINING - ESSENTIAL

20  Minimum of 4 GCSEs Grade A to C or equivalent, including English and Maths.

QUALIFICATION/TRAINING - DESIRABLE

21  Customer care training.