

JOB DESCRIPTION

JOB TITLE:	Team Leader Business Support & Research
DIRECTORATE:	Housing
JOB EVALUATION NUMBER:	A13649
BAND:	6
RESPONSIBLE TO:	Housing Assets Manager
RESPONSIBLE FOR:	Business Support & Research Assistants & Apprentice Business Support & Research Assistant
MAIN PURPOSE OF POST:	The postholder will lead a team dedicated to collating data and maintaining Asset Management computerised systems, as well as managing the Asset Management team's appointments. The role will oversee the integration of ICT and other business systems, ensuring the production of high-quality reports and the delivery of accurate information from both electronic and manual sources. The role will also provide leadership, support, and coordination of services within the Housing Assets Service, ensuring compliance with Council policies and procedures and actively developing the team's capability and performance.

DUTIES AND RESPONSIBILITIES:

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

1.	Lead, supervise, and support a team responsible for managing asset management data, ensuring accuracy, efficiency, and compliance with Council policies and procedures.
2.	Oversee the preparation of reports and statistical information; analyse data from multiple sources to identify trends, patterns, and ensure accuracy and validity.
3.	Manage the processing of complex information and the maintenance of database files from electronic and other sources; ensure timely and accurate report production.

4.	Foster effective liaison and collaboration with other sections of the Housing Service, Council Departments, Contractors, and Customers to ensure seamless operation and updating of computerised systems.
5.	Oversee the maintenance and management of information systems to support performance measurement, monitoring, and policy development.
6.	Allocate and monitor appointments, ensuring effective communication with tenants and staff across all channels.
7.	Manage and delegate the scheduling of appointments and calendar management for Asset Management Officers.
8.	Oversee the management of email inboxes, ensuring all internal and external enquiries are addressed, including those relating to stock condition surveys, block repairs, programme enquiries, and updates.
9.	Coordinate the organisation of EPC surveys and the registration/transfer of certificates across ICT systems.
10.	Oversee the collation and analysis of Decent Homes and HHSRS data.
11.	Act as an escalation point for tenant enquiries and complaints regarding asset management, seeking resolution or escalating as necessary to senior management.
12.	Support the Housing Assets Manager in developing and delivering programmes of work.
13.	Oversee the processing of completions, certificates of work, and the identification of additional repair works for programmed works.
14.	Lead or contribute to research projects and service improvement initiatives as required.
15.	Provide general administrative and business support across the Housing Assets service.

16.	Oversee financial transactions associated with solar panel income, including arranging purchase orders, processing payments, and ensuring accurate financial records
17.	Responsible for managing Asset Management stationery, postage, and printing budgets, as well as overseeing travel audits and associated budgets.
18.	Any other duties which are similar in level and responsibility.

GENERAL – To be aware of and implement the following:

Equalities

The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct

All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health and safety

To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development

The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection

All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults

The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change

The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

Special features of post

Political Restriction	YES / NO
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES / NO
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES / NO
You may be required to carry out those duties at your present workplace or at another council venue.	YES / NO

Job description

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work of the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Business Support & Research Assistant
DIRECTORATE:	Housing
JOB EVALUATION NUMBER:	A13649
DATE:	2026

KNOWLEDGE / SKILLS / ABILITIES

Essential

Essential knowledge, skills, and abilities	Assessment method
	Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Knowledge of current housing issues and legislation	Application Form
Ability to collect, collate and analyse data and produce reports	Application Form
Ability to use relevant ICT systems, for example, Microsoft Word, PowerPoint and Excel	Application Form
Strong verbal and written communication skills to liaise with tenants, Council departments, stakeholders, and to guide team members	Application Form
Flexible and proactive approach to problem-solving, supporting the team in overcoming challenges	Application Form
High-level organisational and administrative skills to manage team priorities and resources	Application Form
Experience handling enquiries from the public and tenants, and supporting team members in these interactions	Application Form
Ability to schedule, delegate, and monitor the team's workload and appointment calendar	Application Form

Ability to motivate, support, and develop team members to achieve shared objectives	Application Form
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Desirable

Desirable knowledge, skills, and abilities	Assessment method
Understanding of construction and contract terminology/practices relevant to leading a housing team	Application Form

EXPERIENCE

Essential

Essential experience	Assessment method
Experience leading or supervising within a busy team environment	Application Form
Operation of computer systems and use of a keyboard	Application Form
Demonstrated ability to foster teamwork and support individual and collective task completion	Application Form
Experience in accurate data inputting and quality control within a team setting	Application Form

Desirable

Essential experience	Assessment method
Experience managing or supporting the use of housing-related computer systems within a team	Application Form
Experience in NEC or Total Mobile Housing Systems	Application Form

QUALIFICATIONS

Essential

Essential qualifications	Assessment method
An appropriate qualification in Maths, English and ICT	Application Form

Desirable

Desirable qualifications	Assessment method
A qualification in Housing Studies or similar related subject	Application Form

OTHER REQUIREMENTS

Essential

Essential qualifications	Assessment method
To display the council's values and behaviours when carrying out the job role	Application Form, Interview
To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT

Seeing the big picture

Level: 1

Assessed at: Interview

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.

For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.

Changing and improving

Level: 1

Assessed at: Interview

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.

For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.

Making effective decisions

Level: 1

Assessed at: Interview

Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.

For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.

Leading and communicating

Level: 1

Assessed at: Interview

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.

It's about championing difference and external experience and supporting principles of fairness of opportunity for all.

For leaders, it is about being visible, establishing a strong direction and persuasive future vision, managing and engaging with people in a straightforward, truthful, and candid way.

Collaborating and partnering

Level: 1

Assessed at: Interview

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.

For leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.

Developing self and others

Level: 1

Assessed at: Interview

Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.

For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed.

It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change.

Delivering value for money

Level: 1

Assessed at: Interview

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.

For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available.

Managing a quality service

Level: 1

Assessed at: Interview

Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.

For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services

Delivering at pace

Level: 1

Assessed at: Interview

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.

For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly.