

JOB DESCRIPTION

JOB TITLE:	Housing Assistant – Statutory Housing	JE NUMBER: A13354
DIRECTORATE:	Housing	BAND: 4
RESPONSIBLE TO:	Housing & Health Manager/ Homelessness Manager/ Private Sector Housing manager	
RESPONSIBLE FOR:	N/A	
MAIN PURPOSE OF POST:	To provide support services that enable quality housing services to meet the needs of customers and support the Statutory Housing Solutions Teams as required. Customer focused and motivated to give the best possible service in the communities we serve. To deliver an efficient and effective customer focused service, and effective systems and processes to support the Service objectives.	

DUTIES AND RESPONSIBILITIES:

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

1.	To provide general administrative and clerical support for the service including taking ownership and responsibility for customer interactions and providing appropriate advice and support to customers either in person or by email or telephone.
2.	To provide support and advice for customers accessing the Council's Housing Services
3.	To support managers and officers in the carrying out of their work
4.	To contribute to the achievement of service performance targets within a defined work area
5.	To maintain and update the Housing Service's ICT and manual filing systems
6.	To extract and report data from filing systems to ensure accurate monitoring of services
7.	To actively develop and promote cross tenure resident engagement and involvement through a variety of different approaches.
8.	To work within Council policies and procedures including data protection and financial regulations.
9.	To ensure the Council's health and safety policies and legal requirements are adhered to.
10.	To contribute to the development, review and improvement of policies and strategies in line with current legislation and best practice.

11.	To support the achievement of equality and diversity in both employment and service delivery including the promotion of equality of opportunity
12.	Promote and deliver the priorities, values, and objectives of Chesterfield Borough Council at all times
13.	To be responsible for the achievement of performance targets within a defined work area
14.	To support partnership working with colleagues across the Council and external agencies
15.	To ensure the Council's safeguarding procedures are followed where appropriate.

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 & 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.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	x

Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES		NO	x
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

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 that 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:	Housing Assistant – Statutory Housing	JE NUMBER:	A13354
DIRECTORATE:	Housing	DATE:	December 2021

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	The ability to file and extract files and documents efficiently and accurately	Application Form, Interview
•	The ability to input and extract data from both manual and ICT systems	Application Form, Interview
•	The ability to enter clear and accurate information into manual and ICT records.	Application Form, Interview
•	The ability to extract information from ICT systems for service monitoring and the ordering and paying for goods and services	Application Form, Interview
•	Excellent customer care skills	Application Form, Interview
•	An ability to work under pressure.	Application Form, Interview
•	The ability to type quickly and accurately.	Application Form, Interview
•	The ability to take and transcribe accurate notes whilst assisting officers and managers in interviews and meetings.	Application Form, Interview
•	A high level of communication and interpersonal skills.	Application Form, Interview

•	The ability to work as part of a team and on own initiative.	Application Form, Interview
•	An awareness of equalities and diversity and a commitment to implement the Council's equalities and diversities policies.	Application Form, Interview
Desirable		
•	Knowledge of the roles and responsibilities of a local authority in relation to either private sector housing or in relation to being a social landlord.	Application Form, Interview
•	Ability to use desktop publishing IT.	Application Form, Interview
EXPERIENCE		
Essential		
•	Using IT systems, including Word, Excel, Access, Powerpoint and Outlook.	Application Form, Interview
•	Working as part of a team	Application Form, Interview
•	Working in a customer focused environment.	Application Form, Interview
•	Dealing with people across a broad range of housing and/or other work-related situations.	Application Form, Interview
Desirable		
•		
QUALIFICATIONS		
Essential		
Desirable		
•	Customer care training.	Application Form

•	Minimum of 4 GCSEs Grade A to C / 9-4 or equivalent, including English and Maths	Application Form, Certificates
OTHER REQUIREMENTS		
Essential		
•	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	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.	Interview
Level: 1		
Changing and Improving	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.	Interview
Level: 1		
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate,	Interview

Level: 1	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 & Communicating	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.	Interview
Level: 1		
Collaborating and Partnering	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 senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 1		
Developing self and others	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	Interview
Level: 1		
Delivering Value for Money	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	Interview
Level: 1		

	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	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	Interview
Level: 1		
Delivering at Pace	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	Interview
Level: 1		