

JOB DESCRIPTION



DIRECTORATE	Deputy Chief Executive
SERVICE	Housing and Communities
POST NUMBER	TBC
POST TITLE	Housing Administration Officer
POST GRADE	Local Salary Scale 4
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Housing Solutions Manager
RESPONSIBLE FOR	No supervisory responsibility
JOB PURPOSE	To provide technical and administrative support to the Housing Service, for the Ukrainian visa schemes

MAIN AREAS OF WORK	
1	Provide a comprehensive administration provision for the delivery of Homes for Ukraine including the use of databases and financial systems
2	Provide an initial response to all enquiries made by customers, other Service areas and agencies via a range of communication channels on all housing related matters referring enquiries to the appropriate person/agency if required
3	Maintain accurate financial records, and complete requests for finances owed
4	Liaising with other agencies on behalf of the Authority/customer when required
5	Input and maintain the Service's records for Homes for Ukraine and to assist in the preparation of statistical and management information and reports
6	Work in conjunction with the team to ensure that the duty cover for housing clients is provided in the required places at the required times
7	Collate data as required by the Council for senior management and any FOI requests
8	Ensure the application of good equal opportunity practice with regard to all duties of the post is adhered to. To treat all colleagues and service users equally and to challenge any discriminatory practices
9	When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects
10	Co-operate with Managers in implementing the Council's Health and Safety Policy. The responsibilities of members of staff in respect of this are set out in the Council's Health and Safety Manual
11	Carry out any other duties for which the post holder is competent and which the Head of Service considers necessary for the effective and efficient delivery of the Service

PERSON SPECIFICATION



POST TITLE	Housing Administration Officer	
DIRECTORATE	Deputy Chief Executive	
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POST GRADE	Local Salary Scale 4	
	Essential	Desirable
Qualifications		
Minimum GCSE level or equivalent including Maths and English	X	
Experience		
Minimum two years' experience in an office setting, preferably in a customer focused environment	X	
Experience using computerised systems including databases	X	
Experience of maintaining accurate financial records	X	
Skills and Abilities		
Excellent verbal and numerical reasoning	X	
Clear communication both verbally and written	X	
Time management	X	
Work under pressure and deal with unforeseen and urgent demands	X	
Deal with members of the public in a courteous and efficient manner	X	
Work as part of team	X	
Excellent administrative skills including computer literacy	X	
Good negotiating skills	X	
Training		
Indication of willingness to undertake professional development		X
Knowledge		
General housing issues and relevant legislation	X	
Comprehensive knowledge of benefits, particularly housing benefit	X	

January 2023