

JOB DESCRIPTION



DIRECTORATE	Housing and Regeneration
SERVICE	Housing Needs
POST NUMBER	100320
POST TITLE	Housing Admin Officer
POST GRADE	Local Salary Scale 4
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Housing Needs Manager
RESPONSIBLE FOR	No supervisory responsibility
JOB PURPOSE	To provide technical and administration support to the Housing Service including temporary accommodation, homelessness housing allocations and Rother Tenant finder.

MAIN AREAS OF WORK	
1	Provide a comprehensive administration provision and a general support service to the Housing Service including the use of databases, financial systems and placement into temporary accommodation as required.
2	To 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	Liaising with other agencies on behalf of the Authority/customer when required and completing referrals where required.
4	Input and maintain the Service's Housing Register and to assist in the preparation of statistical and management information and reports including FOI requests.
5	To process Grant applications and any others that may need administering.
6	To manage invoices and payments, with a focus on those relating to temporary accommodation.
7	To manage the Housing Benefit process for customers in temporary accommodation.
8	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.
9	To provide support with housing triage tasks, this may consist of (but not limited to) making initial contact with homeless applicants, process enquiries from customers in connection with housing needs, undertake initial enquiries to establish homelessness, check initial documents in preparation for assessment and ensure added to client file.
10	To manage the personal contributions for customers in temporary accommodation.
11	To generate correspondence relating to customers in temporary accommodation.

12	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.
13	To undertake any other duties for which the post holder is competent and which the Service Manager considers necessary for the effective and efficient delivery of the Service.
14	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.

PERSON SPECIFICATION



POST TITLE	Housing Admin Officer		
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SERVICE	Housing Needs		
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	
Computerised systems		X	
Environmental health related field			X
Benefits/Housing Grants			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	
Flexible and adaptable approach to working practices		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	