



## COUNCIL OF THE ISLES OF SCILLY

### ROLE PROFILE

Role Profile					
<b>Job Title</b>	Housing Assistant	<b>Job No.</b> (Office Use)		<b>Grade</b> (Office Use)	3
<b>Business Unit</b>	Place, Economy and Environment				
<b>Team</b>	Asset Management and Development				
<b>Reports to (Job Title)</b>	Officer: Housing				
<b>Location</b>	Isles of Scilly	<b>Shift Pattern</b>	As required		
<b>DBS check required</b>	YES				

<b>Job Purpose</b>	<p>The post holder will provide administrative and technical support across a wide range of services in order to facilitate the work of the Asset Management and Development team.</p> <p>This is a front line position providing contact and support to customers, external partners and organisations.</p> <p>As an integral member of the Place, Economy and Environment's housing section, post holders will support in the delivery of services in relation to the various functions of the team. This includes the planning, management and maintenance of the housing register, social housing and general fund properties, allocations and tenancy agreements, housing policies and procedures, and other section activities or projects as required.</p> <p>This post will also provide a wider support function to the rest of the Council, where staff may be deployed into other service areas should business needs dictate.</p> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• The maintenance of a rolling programme ensuring all legislative checks of the Council's housing portfolio are kept up to date.</li> <li>• To assist in the effective delivery of the implementation, co-ordination and maintenance of the Council housing stock through a rolling programme of asset condition surveys, inspections, maintenance and service plans.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To initiate regular housing needs assessments/surveys</li> <li>• To engage in effective communications with Council tenants to engender effective and sensitive housing management (including undertaking regular tenant satisfaction surveys and arranging meetings)</li> <li>• To work closely and liaise with Adult Social Care and Children’s Services to support families and vulnerable adults.</li> <li>• To assist in the control and recovery of rent arrears</li> <li>• Answering of telephone and email enquiries and registering incoming mail as required.</li> <li>• To assist in ensuring all information on the Housing pages on the Council’s website is up to date, including all documentation on social housing.</li> <li>• To assist in the servicing of Committee meetings and Sub Committees when required. This may involve attending meetings, producing PowerPoint presentations, assisting in the preparation of written reports and drafting agendas.</li> <li>• To assist in coordinating and providing administrative support to external contracts and service level agreements across all social housing service areas.</li> <li>• To provide the administrative support required to monitor and manage income streams, ordering of goods and services, processing of payments, issuing of invoices and billing.</li> <li>• To assist in collating information and data for statistical returns and to monitor the performance of delivery and service plans across the social housing services.</li> <li>• To provide accurate and current local knowledge/intelligence to help the Housing Officer / Senior Officer/ Senior Manager reach operational decisions.</li> <li>• To assist in the resolution of project specific issues which enable the service to meet its performance objectives</li> </ul>
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<b>Autonomy and Accountability</b>	<p>Working within an operational and local authority framework, work will be undertaken within council operational procedures and established procedures in respect of delivery. Escalation to the Housing Officer, Head of Asset Management and Development or Strategic Director will be necessary where established procedures or case precedents do not exist.</p> <p>Dealing with routine work and the provision of functions which support the effective operation of the Council, within a challenging and often fluid</p>
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	environment. Assimilating and analysing information/intelligence from a range of sources.
<b>Relationships and Communications</b>	<p>Build and maintain effective relationships with a wide range of Council officers, stakeholders and key partners to ensure that social housing issues are progressed and dealt with effectively and in a timely and efficient manner and that action is in line with Council policy.</p> <p>Exchange information with internal and external stakeholders, in accordance with agreed Council communication lines.</p> <p>Support the implementation of the Council's corporate communication strategy and develop high quality communications materials in informing the Council's communications activity.</p> <p>Represent the Council when working with the community.</p>
<b>Management of Resources</b>	<p>Due to the cyclical nature of the programme work, the role will involve ensuring that the council responds to changes in a way that does not compromise operational viability. This will include maintaining momentum and (self) motivation in adapting to changes in working.</p> <p>Contribute towards the delivery of core council services. The role will involve monitoring achievements against planned activity.</p> <p>The post holder will not have line management responsibilities.</p>
<b>Working Conditions and Demands</b>	<p>Prioritise daily duties and, on occasion, conflicting demands.</p> <p>Manage flexible workload at different stages of the year.</p> <p>Handle commercially sensitive/protected information and data.</p>
<b>Experience, Knowledge and Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A level or equivalent experience.</li> <li>• Excellent organisational skills</li> <li>• Excellent IT skills</li> <li>• Excellent customer service and communication skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to prioritise conflicting demands</li> <li>• Ability to work well as part of a responsive team</li> <li>• Innovative and able to take the initiative</li> <li>• Flexible and adaptable to cross service requests</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of the successful delivery of cross disciplinary functions to achieve objectives.</li> <li>• Experience of the operational delivery of community based services.</li> <li>• Experience of the housing sector or willingness to study</li> </ul>
<b>Corporate Standards</b>	<ul style="list-style-type: none"> <li>• In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>• Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council’s constitution and its policies and procedures.</li> <li>• Work within the requirements of the Council’s Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>• Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>