

Housing Services Assistant

Department	Housing Services
Pay Grade	G3
Responsible to	Senior Accommodation Officer

Role Purpose

Reporting to the Senior Accommodation Officer, the post holder will be responsible for the securing of emergency placements for households that are eligible, homeless and in priority need. Responsible for dealing with all administrative actions pertaining to a bed and breakfast placements, which include placement starts and termination and completing Housing Benefit forms.

The role will also be responsible for actioning invoice payments within the department.

Role Specific Responsibilities / Accountabilities

- To secure emergency placements for households that are eligible, homeless and in priority need when required through new and existing suppliers (bed & breakfast establishments) and deal with the associated administrative work.
- To email and confirm the period of stay of the household whilst in emergency housing including the start and the end of the placement. This would include contacting the bed and breakfast establishment to confirm that the placement has commenced.
- Facilitate the creation and payment of invoices through the Council's finance system for Housing and Community Services teams. This would include setting up new authorised suppliers in accordance with the councils' financial policies and procedures.
- To monitor payments and have awareness of all rent accounts both current and former tenants for households placed in emergency accommodation.
- Update and maintain relevant spreadsheets for emergency accommodation.
- Assisting or completing housing benefit claims for households placed in emergency accommodation.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Previous experience of working with the public.
- Working with a range of stakeholders including internal and external parties namely vulnerable groups, organisations, landlords and agencies.
- Able to communicate confidently and accurately with good customer service skills.
- Able to work as part of a team and on own initiative.
- Organisational, time management and basic research skills.
- Proficient ICT user with excellent knowledge of Microsoft Word and Excel and able to learn and use different packages and document management systems.

Desirable Criteria

- Relevant benefit knowledge i.e. Housing Benefit, Universal Credit, Personal Independence Payments.
- Previous experience of working within a Housing environment.
- Awareness of safeguarding concerns and understanding of when to escalate concerns.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.

- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly