

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Assistant Housing Officer
Service:	Housing Operations
Team:	Housing Management
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Housing Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • To provide coordination and back office support to the delivery of the Housing Management team to deliver high level customer service to minimise complaints • Administrative tasks for Housing Management – Scanning, civica indexing, updating housing systems with missing or incorrect data, allocating post and DocuSign documents to be uploaded to housing files 	

- Coordinate tenancy management processes, introductory tenancies, tenancy audits, mutual exchanges, sole to joint, joint to sole, succession application and flexible tenancy reviews, so they are responded to in line with policy and procedures
- Coordinate and report on estate inspections and service KPI
- Undertake garage administration duties including the maintenance, allocation, and licensing of gardens
- Support Housing Income Officer with service charges, assisting with utility bills and recharge.
- Act as key controller for Housing for void properties, garages and other centrally held keys and maintain accurate records.

MAIN DUTIES AND ACCOUNTABILITIES

Housing Management Administration

- Lead on the tenancy management processes for introductory tenancies, tenancy audits, mutual exchange, sole to joint, joint to sole and succession applications. Prepare documentation for review by the Housing Manager for a decision.
- Raise purchase orders through Agresso
- Arrange tenancy audit appointments, update orchard systems with missing data and assist with monitoring performance outcomes.
- Administrative tasks for Housing Management – Scanning, Civica indexing, updating housing systems with missing or incorrect data, allocating post and DocuSign documents to be uploaded to housing files.
- Support the Housing Income Officer with mail merge and utility billing enquiries
- Keep accurate data records of estate inspections, to assist with managing the Grounds Maintenance contract.

Garage administration and Management

- Carry out signups of council owned garages to ensure revenue is maximised
- Carry out all relevant administration from termination of a license, to offers to new licenses, to allocation and sign up for new customers
- Liaise with relevant departments in the Council prior to making offers to ensure all due diligence is completed
- Manage all queries to the garage email inbox
- Work alongside Planned Works team to ensure the smooth running of any garage capital refurbishment works.

Team Working and Communication

- Act as Key Controller for Housing for properties and garages ensuring accurate record keeping
- Promote cross functional working, to deliver lean internal processes. Ideas to be shared with Housing Manager.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

- **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

The Assistant Housing Officer will support the team in the delivery of:

- Make 15 garage offers per week, with all garages to be let, and have a waiting list
- Mutual exchanges 80 per annum
- Tenancy Audits 1500 per annum
- Sole to joint applications 10 per annum
- Joint to sole applications 10 per annum
- Succession applications 30 per annum

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Lead on the management and administration of all housing tenancy management applications and council garage lettings.
- Ensure council garages revenue stream is maximised
- Act as the responsible officer for key management for Housing, ensuring records are up to date in line with the key management policy
- Take responsibility for data integrity and quality in Housing Management Systems (e.g., Orchard)
- Support collaborative and cross functional working, with all internal departments, to deliver service area targets and corporate aims.
- Produce relevant performance monitoring information for Service Improvement team to support team KPI information, for strategic meetings on a monthly basis
- Monitor and coordinate housing management requests: sole to joint, joint to sole, succession, mutual exchange applications and tenancy audits, in line with policy and procedure.
- Support the Housing Manager and team to deliver first class customer service

PLANNING/ORGANISING/CONTROLLING

- Develop robust and effective internal and external relationships, to assist in delivering high level customer service
- Contribute to service development and improvement planning, and share ideas with line manager

CUSTOMERS AND CONTACTS

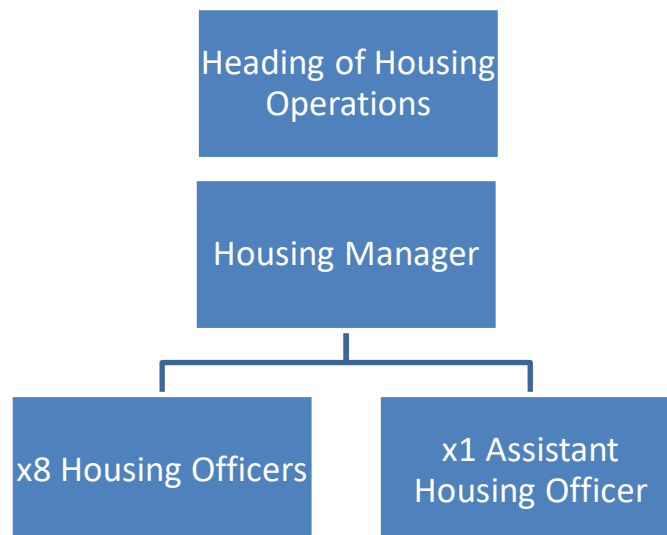
INTERNAL

- Elected Members
- Development team
- Grounds Maintenance team
- Property Services team
- Housing Options team
- Rents team
- Senior Living Housing team
- Service Improvement team
- Legal Services
- Environmental Health service
- Community Safety team
- Community Services

EXTERNAL

- Tenants, leaseholders and their representatives
- Tenants' and residents' groups
- Contractors, suppliers and service providers
- Surrey Police
- Children and Adult Social Care services, Surrey County Council
- Members of the public
- Other statutory, voluntary and partner agencies

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	A good standard of education	A	Knowledge of Housing Management Systems	A
	Good level of administrative experience	A		
KNOWLEDGE /TECHNICAL SKILLS	Ability to keep accurate records in order to disseminate key information	A/I	Knowledge of social housing and tenancy management	A/I
	Experience of coordination and management of multiple stakeholders with differing priorities	A/I		
	Ability to work independently, exercising good initiative and judgement	A/I	Awareness of Safeguarding	A/I
	knowledge of Microsoft packages including excel, word and outlook	A/I		
COMMUNICATION	Demonstrate ability of actively ensuring that stakeholders are kept informed to manage expectations	A/I		
	Ability to produce clear and detailed written reports	A/I		
	Demonstrate ability to overcome communication barriers	A/I		
	Understanding of and commitment to	I		

CUSTOMER SERVICE	promoting equality and diversity in service delivery and employment.			
	Demonstrate the ability to take ownership of issues and queries, ensuring that they are followed through to acceptable conclusions.	A/I		
TEAM WORKING	Display ability to work independently and as part of a team	A/I		
	Experience of building constructive and productive internal/external relationships.	A/I		
	Exhibit commitment to continually improving performance as part of a team.	A/I		
MANAGING SELF AND OTHERS	Ability to manage own workload to ensure individual targets met	A/I	Exhibit ability to support a culture which positively responds to change	A/I
	Use initiative and work proactively to achieve results and manage conflicting priorities.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Analytical approach to problem solving	A/I	Ability to constructively challenge existing working practices in order to drive service improvement to improve service delivery	A/I
	Resilience in the face of a challenging workload	A/I		
	Take personal responsibility and ownership for decisions, actions and consequences; and learns from experience	A/I		

ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Assistant Housing Officer	Post no:	
Service:	Housing Operations	JE score:	199
Team:	Housing Management	Pay band:	9
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results:	2	
REVIEWED BY:		DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Add date	DATE:	