

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Home Improvement Agency Officer
Job Family:	Technical
Service:	Housing and Community
Location:	Town Hall
Reporting To:	Supervisor / Team Leader / Middle Manager / Senior Professional

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To undertake a range of housing grant work, including the review, processing and delivery of mandatory Disabled Facilities Grants and discretionary housing grants. To be responsible for the delivery of the Council's Handyperson Scheme.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.</p>
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Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> • Visit and Inspect properties to assess proposed adaptations/improvements for mandatory and discretionary works. • Evaluate Occupational Therapist assessments and agree recommendations, identifying the most suitable solution. • Prepare a basic schedule of works for surveyors to use for the provision of specifications for tendering purposes. • Deliver the Handyperson Scheme, ensuring clients and scale of works are eligible for the scheme, allocate work to contractors and arrange payment on completion. • Provide front line grant information service, acting as first point of contact for general queries to the Service. • To receive and process all applications for Disabled Facilities Grants and discretionary grants. • To develop and promote the Home Improvement Agency throughout the Borough by using appropriate media and publicity. • Complete benefit checks, compile application packs and obtain relevant documents and information from the client.
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	<ul style="list-style-type: none"> • Responsible for the pre and initial grant tender process, including sending specification requests to surveyors and initial evaluation of documents. • Undertake financial assessment tests in relation to the housing grant programme. • Provide statistical and caseload information as requested by Principal Housing Grants Officer or Service Manager. • Produce formal documents required during the grant process. • Maintain and update electronic and manual records. • Management of own caseload of mandatory and discretionary cases as allocated by the Principal Housing Grants Officer. • Ensure that service standards comply with the requirements of the Foundations HIA accreditation levels.
Generic Duties	<p>Delivery</p> <ul style="list-style-type: none"> • Achieves individual targets and objectives to support the delivery of service plans. • Provides work statistics to section timescales. • Maintains a good knowledge of service in order to give correct advice to customers. • Deals with enquiries regarding service related matters. • Ensures an efficient service is given whilst being polite, courteous and understanding. • Complies with the Council's complaints procedure. <p>Process</p> <ul style="list-style-type: none"> • Adheres to service related processes and manages workload to deliver services. • Constantly review procedures to ensure efficient working. • Keeps abreast of changes to service related legislation. • Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations. <p>One Team</p> <ul style="list-style-type: none"> • Communicates in a clear and concise manner. • Liaises with other services across the Council.

	<ul style="list-style-type: none"> • Liaises with outside bodies where necessary. • Contributes to effective teamwork.
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The key decision making areas in the role	
	<ul style="list-style-type: none"> • That a property is reasonable and practical to adapt, and if discretionary funding is a suitable option. • Ensure all appropriate paperwork is available in order for a grant to be approved. • Ensure applicants are eligible for works after undertaking benefit checks and initial financial assessment tests. • Ensure requests for the Handyperson Scheme are eligible and appropriate, ensuring that the contractors provide value for money, and that the budget is monitored effectively as directed. • Where applicants are not eligible for grant assistance, provide advice or alternative solutions as appropriate. • Ensure service requests and cases are closely monitored and work diarised to ensure deadline for submission of tender and completion of work are met. • Organisation of own workload and prioritise caseload effectively. • Discretion to exercise some some flexibility with regards to the Handyperson Scheme within procedural guidelines. • Ensure sensitive information is maintained securely. • Develop plans for promotional campaigns and activities and required.
Customers and contacts	
	<p>Knowledge of other service areas within the Council/Authority.</p> <p>Contact with clients/customers and their changing needs, contractors, partner agencies including Surrey County Council and Registered Social Landlords.</p>

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Annual Service budget expenditure c £650K (dependent upon Government grant allocations) • Annual income c £25-35K • Team responsibility for HIA fee income generation and DFG budget • Seeking alternative/additional funding for adaptations as and when required. 	<ul style="list-style-type: none"> • No Direct Reports. • Monitoring own workload to ensure compliance with mandatory timescales. • Check and approving specifications of work. • Evaluate tender documents for accuracy and value.

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good standard of education, GCSE (or equivalent) grade C or above in Mathematics and English	E	X	X
Full clean current driving licence	E	X	X
oAt least 1 years' experience of working in a Local Authority, HIA or customer focussed environment.	D	X	X
Knowledge and Experience			
Knowledge of Local Authority Housing Grants	E	X	
Knowledge of adaptations in the home and the (building) regulations that apply.	D	X	
Experience of providing excellent customer service, particularly to vulnerable persons	E	X	
Knowledge of construction management to enable small works contracts to be run and managed.	D	X	
Knowledge of energy efficiency measures in residential properties.	D	X	
Skills			
Ability to understand, procure and manage small construction work projects.	D	X	
Excellent communication skills.	E	X	X
Skilled in providing clear advice/assistance to residents, colleagues, and external organisations on repairs and adaptation matters.	E	X	X
Able to calculate accurate costings for repair and adaptation measures and provide all information necessary to carry out works.	E	X	
Ability to relate to and empathise with vulnerable groups. Have a caring and understanding approach to client's needs and aspirations and an understanding of the needs of older and disabled people.	E	X	X
Ability to undertake accurate data input and budget control.	E	X	X
Ability to demonstrate methodical and precise working practises, with good organisational skills and techniques.	E	X	X
Additional Requirements			
IT literate – Microsoft Office	E	X	X
No contra-indications in personal background or criminal record indicating unsuitability in this role	E	X	X

Access to a computer at home that is connected to the internet.	E	X	X
Legally entitled to work in the UK.	E	X	X
Ability to participate in the Council's out of hours Civil Emergency arrangements	E	X	