

Role Profile and Specification - Grants and Adaptions Support Officer

Service Area	Housing
Role Title	Grants and Adaptions Support Officer
Location	Oxted/Agile
Reports to	Grants and Adaptions Manager
Salary/Grade	TA1
Duration/Hours	37 Hours per week

Service Area Purpose

To provide a high quality, tenure neutral, aids and adaptions service to vulnerable and disabled residents to ensure they have access to safe, accessible homes. This involves providing targeted financial assistance to install disabled adaptions that promote the independence and wellbeing of disabled residents through the provision of:

- Disabled facility grants (DFGs)
- Major and minor adaptions in Council homes
- Discretionary assistance to address serious disrepair
- A subsidised Handyperson Service to carry out small works.

Applications for funding and the onsite delivery of adaptions are handled by an outsourced Home Improvement Agency contractor but the Council retains oversight of the service.

Job Purpose

This administrative role supports the Grants and Adaptions Manager by performing various administrative tasks to ensure the smooth operation of the service. Tasks are detail orientated and include accurately maintaining essential data for the collation of statistics, updating systems and electronic filing. This post is also responsible for processing payments to contractors and responding to queries from Occupational Therapists, contractors, and the Council's outsourced Home Improvement Agency provider.

The role follows a hybrid work structure where the postholder can work remotely or from the office as needed, based on demands of specific tasks or personal work preferences. Working from the office is required for tasks that require a high degree of collaboration.

Key Objectives

Working with customers	Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes. Develop digital and self-service channels and implement customer enabling and prevention opportunities.
Working towards the Corporate Plan	Contribute to Corporate Plan development and the development of associated plans and policies. Deliver agreed objectives and services associated with the Corporate Plan.
Using systems effectively	Skills in IT systems and proficient in the use of other customer services IT systems.

Specific Responsibilities

- To accurately update and maintain the monitoring spreadsheets for DFGs and major and minor works in Council homes and Handyperson Service as new cases are referred and jobs are completed.
- To check referrals for works in Council homes against the Council's Client of Concern register. Provide confirmation to the Home Improvement Agency whether the client referred is on the register or not.
- To request prices for minor works in Council homes from the Council's outsourced Home Improvement Agency and for Handyperson works that are funded by the Council.
- To raise purchase orders for major and minor adaptations in Council homes and for Handyperson works ensuring the correct budget details are used.
- Amending purchase orders as necessary to account for unforeseen costs.
- To raise invoices for Housing Associations to request their financial contribution towards the cost of works once the adaptations have been completed and signed off.
- To raise invoices for partner organisations (for example Surrey County Council and Continuing Healthcare) for their agreed contribution towards the cost of major adaptations.
- Ensure that any land charges required are registered with the Land Charges Team in a timely manner once works are complete.
- To review previous years DFG spreadsheets and ensure any expired land charges are removed from the register.

- To check contractor invoices for accuracy and process for payment by the closing deadline for the Council's payment run each week.
- Arrange for new suppliers to be set up on the system by obtaining the relevant details on the company's letter headed paper and forwarding to Finance for processing. Maintain up to date list of supplier codes.
- Arrange regular liaison meetings between Tandridge Council, Occupational Therapy and the Council's outsourced Home Improvement Agency contractor and attend to undertake minute taking.
- To update the housing management software with details of completed works in Council homes.
- To pass to the Surveyors Team details of all stairlifts and through floor lifts installed to enable them to be added to the corporate servicing and maintenance contract.
- Identify whether any requests for bathroom works in Council homes are for bathrooms due to be replaced under the Council's kitchen and bathroom programme. Where the bathroom is scheduled for cyclical replacement, refer to the Surveyors Team for installation.
- To arrange for documents to be signed using DocuSign software.
- To publish Officer Decision Notices on mod.gov.
- To copy the case records for applications that have been signed off as being complete from the contractor's software and create a property record in the Housing G: drive.
- Monitor and action service requests sent to the Housing Adaptions generic email.
- To sign post enquiries for assistance to the Home Improvement Agency as necessary.
- To destroy case records in line with the data retention schedule for the service and GDPR requirements.
- To undertake any other duties of a similar nature and level as may be required from time to time.

Person specification

Qualifications / Education

Essential
<ul style="list-style-type: none">• General standard of literacy and numeracy. Minimum requirement GCSE maths and English grade 5.

Experience

Essential	Desirable
<ul style="list-style-type: none">• Previous experience of working in an administrative or clerical role.• Experience with using databases or CRM systems where you've managed customer or product data.• Previous experience of invoicing, processing payments and maintaining financial records.	<ul style="list-style-type: none">• Previous knowledge within a Local Authority environment.• Knowledge of disabled facility grants.• Previous use of Case Manager software.• Previous use of Agresso.

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none">• Good written and verbal communication skills.• Strong IT skills, with an understanding of MS Office.• Ability to work independently on own initiative, taking ownership of workload and tasks.• Working as part of a team when required.• Highly organised and methodical, with the ability to manage and prioritise tasks to meet deadlines.• High level of attention to detail and accuracy.• Numerate.• Problem solving and decision-making skills to resolve queries.	<ul style="list-style-type: none">• Proficiency in Excel.• Previous use of databases, e.g. Case Manager.

<ul style="list-style-type: none"> • Ability to follow work processes. • Resourceful and flexible in approach. • Ability to follow written procedures. • A commitment to providing high quality customer services to residents and colleagues, internal and external to the Council. • Understanding of the broad requirements of the data protection principles. • A commitment to equality and diversity. 	
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