Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title :** Technical Tenant Liaison Officer  | **Director/Service/Sector:** Property Services | **Office Use** |
| **Band: 5** | **Workplace Cowley Rd Depot Blyth** | **JE ref:** **HRMS ref:** |
| **Responsible to: Team Leader** | **Date March 2018** | **Manager Level:**  |
| **Job Purpose:*** Responsible for delivering and developing a high quality, responsive Capital Delivery service that focuses on positive customer outcomes and satisfaction whilst meeting the needs and targets of Asset Management
* Responsible for the day to day management of the admin requirements of the Capital Delivery Contract ensuring excellent service delivery through maintaining a high level of Tenant liaison, technical input and works ordering.
* Deliver the Capital delivery contract to the provision of a high quality, responsive and customer focused service which meets Council and company objectives.
* To be responsible for the admin and tenant satisfaction delivery and management of the Capital Delivery contract and council-owned property within the HFN Housing
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| **Resources** | Staff | No staff |
| Finance | Responsible for maximising income including the purchasing , ordering and delivery of kitchens , bathrooms , central heating boilers etc to ensure the successful completion of all daily works concerning the Capital Delivery Contract.Day to day monitoring of all rent accounts in specified area |
| Physical | Responsible for the safekeeping of valuable documents e.g. financial and benefit documentation |
| Clients | Daily contact with partner organisations, customers and stakeholders |
| **Duties and key result areas:*** Effective day to day management of the Homes for Northumberland portfolio of approximately 8200 properties.
* Scheduling the heating program, including EDMOs, VOIDS, Air source heating pumps and R&M referrals and prioritising heating upgrades when emergency situations arise.
* To operate IT systems within the department to enable the provision of accurate data collection to identify possible upgrades.
* To raise all parts of an individual heating upgrade, i.e work order, purchase order, supplier order, P/O amend and delivery, job completion and job allocation.
* To support the team leader by utilizing each operative’s productivity on a daily / weekly basis.
* To assist the team leader in the development and maintenance of effective and coherent administrative procedures, making recommendations where appropriate.
* To provide information, advice and guidance to members of the public and other departments throughout the upgrade process, assist with service development to ensure the provision of an efficient service.
* To carry out procedures relating to orders/ invoices from other departments to retain efficient auditing and cost control.
* Liaise with heating operatives, sales representatives and tenants on a daily / weekly basis.
* Actively develop and promote resident involvement, attending meetings and other activities including those which occur outside of normal office hours.
* Ensure that the Council's responsibilities as a landlord are met by ensuring compliance with current tenancy agreement through the effective operation of site management policies and procedures and undertaking quality assurance checks.
* Provide complex advice, support and information to customers in a sensitive and confident manner, applying a customer first approach when dealing with colleagues and customers.
* Ensure that all complaints and requests for information are dealt with effectively within set timescales and resolved at the earliest point of contact.
* Operate within a performance driven culture, taking personal responsibility for the promotion of customer service standards and the delivery of high quality services.
* Responsible for compiling and presenting a variety of information and statistics, including writing reports for use by the Council and other groups.
* Contribute and assist in the development of related policies, procedures and initiatives.
* Take responsibility in helping customers access the full range of services and support they require.
* Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services.
* Ensure the accurate recording of data and customer information to ensure high level of performance and standards of customer service at all times.
* Attend meetings out of normal office hours as required by the role.
* Take reasonable care of the health and safety of themselves, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Company under the Health and Safety at Work Act are performed.
* To coordinate information on local housing support services and advice agencies and to act as an information point for staff on services that are available locally.
* The duties and responsibilities highlighted in this Job Description are indicative and may vary over time.  Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.
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| **Work Arrangements** |
| Physical Requirements:Transport requirements:Working patterns:Working conditions: | Ability to driveThe work involves the need to visit the Northumberland County area on a daily basis. Flexible working, the ability to work occasional evenings or weekends when required.Post is office based but regular time is out on the estate |

**Northumberland County Council**

**PERSON SPECIFICATION**

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| **Post Title: Technical tenant liaison officer**  | **Director/Service/Sector: Local Services /Homes for Northumberland** | Ref:  |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** |
| * Part A Asbestos awareness training.
* Good standard of education to NVQ Level 3 or equivalent.
* In depth knowledge of professional theory, practice and procedures of the capital delivery.
* Knowledge and thorough understanding of the complex issues facing Social Housing tenants.
* Understands the diverse functions of a large complex public organisation.
* An active appreciation of the procedural and practical issues relating to the department.
* Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the department.
* Actively undertaking ongoing continuous professional and personal development.
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| **Experience** |
| * Sound knowledge of pressurized sealed central heating systems and components.
* Knowledge and understanding of ASHP and associated central heating systems.
* A minimum of 1 year working in a capital delivery environment.
* Competent in using Microsoft Office, Google, TASK, OHMS, word processing, spreadsheets and database systems.
* Thorough knowledge, experience in an understanding of the full heating upgrade and boiler functions.
* The ability to read and understand central heating installation diagrams.
* Proven track record in providing effective customer centred services.
* Experience of working under pressure, being creative to solve complex issues within diverse communities.
 | Previous Previous experience of working in a Social Housing environment |  |
| **Skills and competencies** |
| * Excellent interpersonal skills to develop effective working relationships with a diverse client range.
* Able to deal effectively with confrontational/threatening situations.
* Effective IT skills and ability in Google, Google documents, Word, OHMS, TASK to achieve work objectives.
* Ability to use external computer systems, i.e Masternaut, Gas safe.
* Confident and competent in expressing own views and an active participant in internal and external meetings.
* Persistence in applying a methodical approach to problem solving.
* Negotiation skills and able to persuade others to an alternative point of view.
* Numerate and able to analyse complex business related statistics and previous experience in budget control and budget monitoring.
* Adopts a collaborative approach to work and has the ability to organise and plan own workload.
* Ability to work independently and on own initiative, able to make decisions when needed out on site.
* Ability to write reports as necessary.
* Previous experience in an operational related role to maximise departmental productivity.
* An understanding of the capital delivery team and supporting all departments.
* Previous experience in similar position and working directly with tenants, occupational health staff, contractors and housing officers.
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| **Physical, mental and emotional demands** |
| * Generally works from a seated position with regular need to walk, bend or carry items.
* Need to maintain general awareness, with lengthy periods of enhanced concentration.
* Regular contact with public/clients in dispute/negotiation with the County Council.
* Regular contact with vulnerable clients from a complex cultural background.
* Working in a highly pressured and stressful environment on a regular basis.
* On occasions may be subject to potential threats of physical violence.
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| **Motivation** |
| * Dependable, reliable and a good timekeeper.
* Customer focused and able to deliver within tight timescales.
* Demonstrates and encourages high standards of honesty, integrity, openness and respect for others.
* Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued.
* Showing your own initiative and being motivated to carry out the tasks, as well as willingness to learn and adapt to changes.
* Proactive and achievement orientated
* Able to work on own initiative and with minimum supervision.
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| **Other** |  |  |
| * Hold a valid driving licence and have use of a vehicle with personal insurance for work detail
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (presentation, (o) others e.g. case studies/visits