

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Support Officer**

**Vacancy ID: 008999**

Salary: £8,840.50 - £9,159.50 Annually

Closing Date: 24/06/2018

## **Benefits & Grade**

Grade E

## **Contract Details**

Temporary to 31<sup>st</sup> March 2019

## **Contract Hours**

18.5 hours per week

## **Job Description**

We are looking to recruit a committed, positive and reliable Support Officer to join our Housing Solutions Team.

The purpose of the post is to provide a wide range of support to the Homelessness Preventions and Housing Solutions Team working with residents of the borough who are homeless or at risk of homelessness. Under the direction of staff you will be responsible for undertaking administrative, financial and organisational processes to ensure residents are provided with up to date accurate information, advice and assistance with their request for services from the team.

For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Julie Lathan, Team Manager (Preventions), on 01642 528670.

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

**Directorate: Economic Growth and Development**
**Service Area: Housing**
**JOB TITLE: Support Officer**
**GRADE: E**
**REPORTING TO: Team Manager**

<b>1.</b>	<b>JOB SUMMARY:</b>  To assist in the delivering a quality, efficient and effective Homelessness and Housing Solutions service.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1.	To provide an efficient and effective administration and support service.
	2.	To provide a responsive front line initial advice service to service users.
	3.	To assist in the preparation of: <ul style="list-style-type: none"> <li>- Reports</li> <li>- Performance monitoring information including both statutory returns and team management information (Business Improvement Plan)</li> <li>- Financial information.</li> </ul>
	4.	To ensure the accuracy of data collection to: <ul style="list-style-type: none"> <li>- Support the accurate payment of services</li> <li>- To maximise income collection</li> <li>- To fulfil statutory and performance management requirements.</li> </ul>
	5.	To liaise with colleagues and agencies internal and external to the Housing Service as required.
	6.	To attend meetings and working parties as required.
	7.	To support the Housing Service ensure effective communication (through a variety of mechanisms) to the public, internal colleagues and partner agencies and organisations.
	8.	To participate in the development of team targets, performance indicators and service objectives.
	9.	To promote change and continued forward development and improvement of all aspects of the services work.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of E using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

### PERSON SPECIFICATION

Job Title/Grade	<b>Support Officer</b>	<b>E</b>
Directorate / Service Area	<b>Economic Growth and Development</b>	<b>Housing</b>
Post Ref:	<b>34360</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	NQF level 2 qualification of equivalent level of knowledge gained through demonstrable direct work experience.	At least 5 GCSE's including Maths and English at grade C (or equivalent)	Application form
Experience	Experience of working within a team.	Experience of working with vulnerable clients.  Experience of giving advice and information to the public over the telephone and by letter/email.	Application / Interview
Knowledge & Skills	Ability to maintain accurate data (including both financial and performance management information).  Ability to work to deadlines.  Good communication skills (written and verbal).  General ICT skills.		

<p>Specific behaviours relevant to the post</p>	<p>Demonstrate behaviours which underpin the Councils Culture Statement.</p> <ul style="list-style-type: none"> <li>• The ability to contribute to shared objectives when delivering a customer focused service front line service.</li> <li>• The post holder will be expected to demonstrate a positive attitude and enthusiasm when contributing to service delivery.</li> <li>• To be able to demonstrate personal initiative.</li> </ul>	<p>Enthusiastic.</p> <p>Sensitive and responsive to an individual's needs.</p>	<p>Application / Interview</p>
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## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.