Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title: Allendale Scheme Officer**  | **Director/Service/Sector Local Services/Housing & Public Protection** | **Office Use** |
| **Band:        5** | **Workplace: Arnison Close, Allendale** | **ref** |
| **Responsible to: Team Leader** | **Date: May 2018** | **Manager Level:**  |
| **Job Purpose:*** Responsible for delivering and developing a high quality, responsive sheltered scheme and extra care scheme management service and general needs estate management service that focuses on positive customer outcomes and satisfaction whilst meeting the needs and aspirations of the residents
* Responsible for the day to day management of a designated sheltered housing scheme, an extra care housing scheme and general needs estate ensuring excellent service delivery through maintaining a high profile within them.
* Deliver a scheme management and estate management service ensuring the provision of a high quality, responsive and customer focused service which meets Council and company objectives.
* To be responsible for the security and management of a designated sheltered housing scheme and extra care scheme and a general needs estate and council-owned property within the area.
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| **Resources** | Staff | No staff |
| Finance | Responsible for maximising income including the collection and administration of rent arrears. Day to day monitoring of rent accounts within a specified area. Responsible for managing the collection of Guest Room and TV licence income. Responsible for monitoring repairs and maintenance costs and liaising with finance in the draft preparation of service charges Monthly returns of scheme expenditure via pre payment card Responsible for maximising income including the collection and administration of rent arrears. Day to day monitoring of all rent accounts  |
| Physical | Responsible for the safekeeping of valuable documents e.g. financial and benefit documentation. Resident support plans. Customer communication documents |
| Clients | Daily contact with partner organisations, customers and stakeholders |
| **Duties and key result areas:*** Effective day to day management of a designated sheltered housing scheme, extra care scheme and general needs estate.
* To carry out visits to all tenants on a regular, planned basis to identify and assist with any issues that may support the sustainability of their tenancy. In addition to carrying out daily welfare checks in line with company policy and residents choice responding to emergencies and calls for assistance when required in the sheltered scheme. Conducting home visits completing resident support plans and signposting to additional support services where applicable.
* Maximise income through the effective monitoring of current rent arrears and effective application of policies and procedures including conducting home visits and making referrals to CAB and debt management agencies.
* Ensure former debt and non-rental related debt is recovered through the effective application of policies and procedures.
* To conduct viewings and complete tenancy sign ups when required.
* Manage and resolve low level Anti Social Behaviour and liaise with agencies such as the Police and Anti Social Behaviour officer where applicable.
* 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.
* Actively develop and promote resident involvement, Facilitate scheme activities, ensuring an active vibrant environment is created to reduce social isolation in the sheltered scheme/extra care scheme.
* To maintain appropriate relationships with key external and internal partners representing the organisation at meetings with various agencies for example safeguarding meetings with Social Services.
* Monitor all local services, including highways, street lighting etc on the estate ensuring they are effective and that any service failures are reported appropriately and remedial action of escalation is taken to effective conclusion.
* To carry out building health and safety checks in sheltered scheme/extra care scheme including weekly testing of the fire alarm, emergency lighting and monthly checking of warden call equipment
* Ensure communal areas of the sheltered schemes, both internal & external are welcoming and maintained to a high standard. Reporting potential hazards to customer service immediately
* 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.
* 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.
* Take reasonable care of the health and safety of self, 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.
* Attend meetings out of normal office hours as required by the role.
* 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 may involve driving to other estates and schemes within the locality Flexible working the ability to work occasional evening or weekend.Post Scheme based but 50% of time is out on the estate. |

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**PERSON SPECIFICATION**

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| **Post Title:**    **Allendale Scheme Officer**  | **Director/Service/Sector: Local Services /Homes for Northumberland** | Ref:  |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** |
| Good standard of education to NVQ Level 3 or equivalent.In depth knowledge of housing law and current housing issues, specifically tenancy and estate management.Knowledge and thorough understanding of the complex issues facing social housing tenants and specifically older people.Understands the diverse functions of a large complex public organisation.An active appreciation of the procedural and practical issues relating to the service.An active awareness of and active interest in the current issues facing the service.Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the scheme Actively undertaking ongoing continuous professional and personal development. | A relevant housing qualification or equivalent. |  |
| **Experience** |
| Competence in using Google, word processing, spreadsheets and database systems.Thorough knowledge and experience in a relevant context and service.An active desire to provide effective person centred services.Experience of working under pressure, being creative to solve complex issues within diverse communities. | Previous Previous experience working with a sheltered housing/ supported environment  |  |
| **Skills and competencies** |
| Excellent Interpersonal skills to develop effective working relationships with a diverse client range.Able to remain calm and professional at all timesEffective IT skills and ability to understand and develop the use of ITC to achieve work objectives.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.Able to manage conflicting priorities, a busy schedule of operations and can prioritise and deliver against objectives Ability to organise and plan own workload.Adopts a collaborative approach to work. Ability to work independently and on own initiative, able to make decisions when needed Ability to write reports as necessary |  |  |
| **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 Regular contact with vulnerable clients |  |  |
| **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.Proactive and achievement orientatedAble to work with minimum supervision. |  |  |
| **Other** |  |  |
| Hold a valid driving licence and have use of a vehicle | Lives within a 45 minute driving distance of Allendale |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits