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|  | **POST TITLE:** | Housing Regeneration Support Officer (NGN) |
| 1. **2.** | **POST NUMBER:** |  |
| 1. **3.** | **GRADE:** | 7  Job Evaluation Ref No: N8638 |
|  | **LOCATION:** | Your normal place of work will be County Hall, Durham. However, you may be required to work at any council workplace within County Durham. |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will report to Housing Project Managers

1. **DESCRIPTION OF ROLE:**

The post holder will be responsible for providing comprehensive support to Project Managers in relation to the delivery of housing energy efficiency and fuel poverty projects.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

8.1 To provide administrative and project support to Project Managers for regeneration initiatives including energy efficiency related projects.

8.2 To assist in the preparation and provide information, advice and support to residents during energy efficiency initiatives.

8.3 Deliver a programme of mail outs and awareness sessions to community groups and partner organisations across County Durham.

8.4 Provision of home visits for the general public following mail outs, answering queries, providing energy efficiency advice and making referrals to fuel poverty grant programmes in particular the Warm Homes Fund and Energy Company Obligation.

8.5 Produce promotional materials, press releases and other information sources on affordable warmth.

8.6 To maintain records associated with the procurement of works in line with the Councils agreed procedures.

8.7 To administer meetings as required by Project Managers.

8.8 To process orders and invoices and assist with the monitoring of budget spend, reporting on spend regularly.

8.9 To be proactive in resolving issues with clients, contractors, other staff members and external agencies.

8.10 To assist with the planning, delivery and co-ordination of a range of consultation / awareness raising / other events linked to housing, regeneration and energy efficiency initiatives.

8.11 To be responsible for updating and monitoring information systems and producing reports and statistical information as required. Maintain effective and up-to-date IT record and information systems and production of progress report data.

8.12 To gather service user feedback and utilise information to monitor the quality of services provided.

8.13 To deal with enquiries from members of the public, officers and elected members in a courteous manner.

8.14 To contribute to the production of promotional/advisory leaflets in relation to the service.

8.15 General administration tasks including distributing mail; photocopying information; filing, typing letters, memos and reports; and placing stationery orders. Take and distribute minutes of a wide range of internal and multi-agency meetings as required.

8.16 Receiving telephone enquiries from the general public and providing general information on domestic energy efficiency projects and energy tariffs. Dealing with routine office correspondence and maintaining relevant appointment diaries.

8.17 Assist with the co-ordination and delivery of the Warm Homes Fund, the warm and healthy homes agenda and schemes supported by public health, maximising take up of scheme across County Durham using bespoke ICT software and databases as appropriate.

8.18 Provision of home energy efficiency visits to provide advice to the general public on energy efficiency measures and energy tariff schemes.

8.19 Represent the service at internal and external housing forums, meetings and events if required.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification – Housing Regeneration Support Officer (Grade 7)

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * NVQ level 3 or equivalent |  | Application form  Selection Process  Pre-employment checks |
| **Experience** | * A proven track record in the delivery of advice to residents including energy efficiency grant programmes and energy tariffs, including referrals to partner agencies for additional support. * Experience in delivering awareness-raising to community groups, volunteers and front-line staff * Dealing with members of the public, partners and external agencies * Event organisation * Delivering a range of administrative duties * Minute taking * Budget monitoring * Production of publicity/advisory material | * Provision of energy efficiency advice and grants and energy tariffs | Application form  Selection Process  Pre-employment checks |
| **Skills / Knowledge** | * Good verbal and written communication skills * Highly numerate * Ability to work to deadlines and organise/prioritise workload * Good interpersonal skills * Excellent ICT Skills including use of word, excel and formulation of databases. * Effective interpersonal skills including ability to work as part of a team and in partnership with a wide range of external agencies * Understanding of housing opportunities, policies, programmes, energy efficiency grants and legislation, particularly relating to the private housing sector | * Project management | Application form  Selection Process  Pre-employment checks |
| **Personal Qualities** | * Strong commitment to customer care * Willingness to work flexibly as required (i.e. outside of normal office hours) * Committed to equality of opportunity in service delivery * Outcome and achievement focussed * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) |  | Application form  Selection Process  Pre-employment checks |