



## 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.

## **Support Officer (Lettings and Nomination)**

**Vacancy ID: 011337**

Salary: £20,903.00 - £22,183.00 Annually

Closing Date: 25/10/2020

### **Benefits & Grade**

Grade G

### **Contract Details**

Fixed term for 6 months

If applying on a secondment basis, you must seek prior approval from your manager.

### **Contract Hours**

37 hours per week

### **Job Description**

We are looking to recruit a committed, positive and reliable individual to join our new Lettings and Nominations Team. The successful candidate will work as part of a small team who will provide advice and support (face to face, over the telephone and via email) to service users across the boroughs of Stockton, Middlesbrough and Hartlepool.

Experience of working in a housing lettings and/or nomination role whilst an advantage is not essential. We are looking for a candidate with excellent communication skills and the ability to deal confidently with a diverse range of customers. The successful candidate will also be flexible and customer focused and will have a high level of commitment to work in partnership with service users, colleagues and other agencies.

An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs).

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.

If you would like an informal discussion about the post, please contact Carol Bruce, Team Leader (Lettings and Nominations) on 01642 526410.

The application form is available in alternative formats from 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.

<b>JOB DESCRIPTION</b>	
<b>Service Area:</b> Housing	<b>Service Group:</b> Finance and Business Support
<b>JOB TITLE: Support Officer (Lettings and Nominations)</b>	
<b>GRADE: G</b>	
<b>REPORTING TO: Team Leader (Lettings and Nominations)</b>	
<b>1.</b>	<b>JOB SUMMARY:</b>  Provide a front line service to customers across Hartlepool, Middlesbrough and Stockton-on-Tees local authority areas accessing the digital lettings platform to ensure that housing need is met.
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>
1	Support customers to access the digital lettings platform and respond positively to all customer enquiries (face-to-face, digital and those received via a telephone call).
2	Where appropriate undertake home visits and provide advice/support surgeries in appropriate venues across the boroughs of Hartlepool, Middlesbrough and Stockton-on-Tees.
3	Ensure that customer housing needs are assessed in accordance with the Tees Valley Common Allocation Policy.
4	Ensure lettings and nominations are dealt with in accordance with legislation and agreed policies and agreements.
5	Liaise effectively and efficiently with Registered Providers in the execution of the lettings function and/or Nomination Agreements.
6	Liaise with local authority colleagues, Registered Providers and a range of external organisations and partner agencies as required.
7	Liaise with colleagues in the relevant local authority to support applicants who have indicated a priority need e.g. medical need and/or those threatened with homelessness.
8	Undertake all necessary support (including administration) tasks to ensure housing applications are registered accurately and are up-to-date.
9	Maintain accurate and up to date records on the digital lettings platform.
10	Prepare monthly/quarterly and annual statistical and management information as required.
11	Support the Team Leader (Lettings and Nominations) in developing procedures and delivering training.
12	Attend meetings as required (both internal and external) to the Council.
13	Deputise for the Team Leader (Lettings and Nominations) as required.

<b>3.</b>	<b>KEY RESULTS/OBJECTIVES</b>
	<ul style="list-style-type: none"><li>• Support the work with partners (at all levels), key stakeholders and customers to ensure that the digital lettings platform provides an efficient and effective means of letting properties across Hartlepool, Middlesbrough and Stockton-on-Tees.</li><li>• Ensure lettings and nominations are administered in line with legislation, policies and agreements.</li></ul>
<b>4.</b>	<b>GENERAL</b>  <b>Job Evaluation</b> - This job description has been compiled to inform and evaluate the grade G of the job using the NJC Job Evaluation scheme as adopted by Stockton Council.  <b>Other Duties</b> - 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.  <b>Council Values, Behaviour Framework, and Code of Conduct</b> - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.  <b>Policies and Procedures</b> - The post holder is required to adhere to all Council Policies and Procedures.  <b>Health and Safety</b> - 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.  <b>Safeguarding</b> - 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**

<b>Job Title/Grade</b>	Support Officer (Lettings and Nominations)	G
<b>Service Area/Service Group</b>	Housing	Finance and Business Support
<b>Post Ref:</b>	POS011093	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
<b>Qualifications</b>	NVQ level 3 qualification and/or the equivalent level of knowledge gained through demonstrable direct work experience.		Application Form Interview/Selection Process Pre Employment Checks
<b>Experience</b>	Experience of meeting deadlines and time management.  Experience of managing caseloads.	Experience of working in a lettings field (including an understanding of housing registers and allocations).  Experience of working to performance targets.	Application Form Interview/Selection Process
<b>Skills</b>	Excellent interpersonal and communication skills (written and verbal).  Ability to prioritise work and meet deadlines.  Flexible and adaptable to change. Good IT skills/knowledge.	Production and presentation of clear well-structured reports.	Interview/Selection Process

<p><b>Specific behaviours relevant to the post</b></p>	<p>Ability to prioritise and organise own workload.</p> <p>Ability to work on own initiative with minimal supervision.</p>	<p>Able to self-assess performance.</p> <p>Commitment to self-development and improvement.</p> <p>Ability to develop and maintain good working relationships with external agencies and a variety of Council Departments.</p> <p>An understanding to the needs of vulnerable client groups.</p>	<p>Application Form</p> <p>Interview/Selection Process</p>
<p><b>Other requirements</b></p>	<p>Capacity for independent travel across Tees Valley.</p>		<p>Application Form</p> <p>Interview/Selection Process</p>

## 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.