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| **Job Description** |
| **Post title** | Stop Before You Serve Officer |
| **JE Reference No** | N10908 |
| **Grade** | 4 |
| **Service** | Regeneration, Economy &Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Team Leader – Private Rented Sector |
| **Location** | Your normal place of work will be Crook CAP or Seaham, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for the supporting Stop Before You Serve scheme, visiting clients at home to assist with applications, Universal Credit payments direct to landlords, negotiate and confirm payment agreements between private landlords and tenants. Ensure appropriate access to self–help, sign posting or referral to specialist services.

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| **Duties and responsibilities** |

* Support landlords and tenants within the Stop Before You Serve scheme to maintain tenancies and avoid evictions.
* Carry out home visits to clients to support in avoiding evictions.
* Negotiate payments plans between landlords and tenants, providing necessary paperwork to all parties.
* Record all evidence in line with appropriate systems.
* To provide signposting, referrals and self-help information to members of the public to support their existing tenancy.
* To achieve continuous improvement in service delivery.
* To ensure that all the Council’s policies are applied in the operation of the service.
* To ensure that changes to legislation and professional practice are implemented within the service in a timely and efficient manner.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 2 or equivalent
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| Experience | * Experience delivering telephone and face to face advice and assistance services.
* Experience of providing support to clients to achieve positive outcomes
* Working in a similarly challenging role
 | * Local Government Experience
* Experience of giving support to vulnerable people
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| Skills & Knowledge | * Basic knowledge of the causes of homelessness and housing options services.
* Good verbal and written communication skills
* Excellent administrative skills, with ability to organise and prioritise own workload and to deliver work within deadlines
* Knowledge of spreadsheets and general office duties.
* Good ICT skills
* A caring approach and a desire to achieve a high quality of life for customers
* The ability to deal with people effectively and sympathetically in sometimes difficult and sensitive situations
* The ability to liaise with other agencies in order to achieve the best results for all concerned
* Be able to work as part of a team and support other colleagues in their roles
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| Personal Qualities | * Flexible
* Enthusiastic
* Dedicated
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)
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