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| **Job Description** | |
| **Post title** | Housing Project Support Officer (Manging Money Better) |
| **JE Reference No** | *N8638* |
| **Grade** | 7 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Project Manager |
| **Location** | Your normal place of work will be County Hall, Durham 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 providing comprehensive support to Housing Project Managers in relation to the delivery of housing regeneration initiatives, particularly the Managing Money Better initiative.

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| **Duties and responsibilities** |

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

* To provide administrative and project support to Project Managers for housing and regeneration initiatives including energy efficiency related projects.
* To assist in the preparation and provide information, advice and support to residents during regeneration and energy efficiency initiatives, in particular Managing Money Better initiative.
* To carry out home visits and assess clients needs and requirements over the telephone or in person and provide appropriate advice.
* To liaise with utility companies in order to assist clients with their fuel bills and tariffs.
* Where required to assist with the completion of relevant contracts and complete the registration of legal charges with the land charges team and land registry.
* To monitor debt recovery procedures to ensure receipt of client contributions.
* To maintain records associated with the procurement of works in line with the Councils agreed procedures.
* To administer meetings as required by Project Managers.
* To process orders and invoices and assist with the monitoring of budget spend, reporting on spend regularly. Administer the sections petty cash.
* To be proactive in resolving issues with clients, contractors, other staff members and external agencies.
* 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.
* To be responsible for updating and monitoring information systems and producing reports and statistical information as required.
* To gather service user feedback and utilise information to monitor the quality of services provided.
* To deal with enquiries from members of the public, officers and elected members in a courteous manner.
* To contribute to the production of promotional/advisory leaflets in relation to the service.
* 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.
* Deal with routine office correspondence, maintaining effective relations with external agencies, including dealing with telephone enquiries from members of the public and officers from external agencies and personal callers to the office in a courteous customer orientated manner.
* Assist with the co-ordination and delivery of 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.
* Advise on energy efficiency measures and carry out assessments of clients’ needs and requirements with regards to the MMB initiative. This may be over the telephone or via home visits.
* Represent the service at internal and external housing forums, meetings and events if required.

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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 chance 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 and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **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 3 or equivalent | * Evidence of further Professional Development |
| Experience | * Dealing with members of the public, partners, colleagues and external agencies * Event organisation * Delivering a range of administrative duties * Minute taking * Budget monitoring * Production of publicity/advisory material | * Local Government Experience |
| Skills & Knowledge | * Good verbal and written communication skills * Highly numerate * Ability to work to deadlines and organise/prioritise workload * Excellent ICT skills including use of Word and 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 and legislation, particularly relating to the private housing sector | * Project management |
| Personal Qualities | * Strong commitment to customer care * Outcome and achievement focussed * May be required to work outside of normal office hours * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) |  |