

Job Description

Job Title: Full Time Lettings Support Officer	Service Area: Lettings Agency	
Directorate: Inclusive Economy & Housing	Post Number:	Evaluation Number: 6752
Grade: SC5	Date last updated: January 2023	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

Not responsible for the management of any staff.

Reporting to the Administrators Manager, the role will provide the administrative support required by the Housing Register and Allocations Teams to fulfil their services to housing applicants and tenants.

The administrative functions should be carried out in full compliance with Council policies, procedures and the appropriate legislation.

Post holders will be placed in a team responsible for designated duties within the range covered by this post as determined by the Administrators Manager in line with fluctuating work demands and priorities that may change from time to time.

The range of duties will include, and not be limited to, data input and indexing, document management, composition of emailed correspondence, calling applicants for further information or to advise of delays to processing times.

Job Summary

General administrative support to ensure housing register applications and supporting documents are processed efficiently and allocation processes are progressed to meet agreed timeframes.

The range of duties will include, and not be limited to, data input and indexing, document management, composition of emailed correspondence, calling applicants for further information or to advise of delays to processing times.

The post holder will report to the Administrators Manager and will be required to report to the Housing Register or Allocation Team Managers, whomever is the acting lead for the Administrators Manager during periods of annual leave and absence.

The post holder has no line management responsibility.

The post holder has no specific health and safety, risk management or direct budgetary responsibilities.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Maintain manual and computer records and ensure that accurate notes of all telephone calls and electronic communications with residents are noted using the relevant systems in order to assist with decision making and effective case management.
2. Assist in the preparation of standard documents, letters and forms relating to the functions of the Lettings Agency for the benefit of residents as well as other local authority officers.
3. Deal effectively with telephone calls and assist with requests for information and enquiries from residents, managers, colleagues, and all other stakeholders ensuring any pre-formatted letters with editable fields are amended to specify the relevant details.
4. Liaise with colleagues and external partners as required, attend lettings agency meetings and assist with service improvement initiatives from an administrative level.
5. Ensure that all set personal targets and objectives are met, and when necessary, act as cover for annual leave and absence within the Lettings Agency.
6. Provide the required assistance to Lettings Agency colleagues in order that they can give information, advice and support to residents and their advocates on housing options and meet statutory and local authority timescales by ensuring accurate record keeping.
7. Assist Lettings Officers in arranging and keeping records for processes including, and not limited to, advertising, viewings, property refusals, decants and mutual exchanges.
8. When necessary, assist in the signposting of vulnerable residents to housing hubs, or those without access to a computer, laptop or smartphone to libraries in order that they can submit housing register applications or upload supporting documentation.
9. Provide administrative support for monitoring arrangements to ensure maximisation of property supply under RSL nomination agreements.
10. If required, update housing application records, including computer systems, when changes in applicants' circumstance are notified.

11. Assist with referrals to social services and the occupational therapy service.
12. Assist in arrangements for property, advertising, viewings and tenancy sign-ups for successful applicants.
13. Provide the required assistance for nominations of successful applicants to RSL accommodation.
14. Assist in the preparation of documents for certification for payment of compensation and removal expenses for qualifying persons.
15. Update all systems with all new tenancy information when required.
16. Process invoices for authorisation and payment for service contactors.

To undertake all responsibilities listed below:

1. To be a champion for excellent customer service delivery and customer care.
2. To be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
3. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
4. To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy and to actively promote and uphold the Council's HEART values.
5. To take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
6. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
7. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.

Personal Specification

Job Title: Lettings Support Officer	Service Area: Lettings Agency	
Directorate: Inclusive Economy & Housing	Post Number:	Evaluation Number: 6752
Grade: SC5	Date last updated: January 2023	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	Desirable	METHOD OF ASSESSMENT A = Application T = Test I = Interview
<p>KNOWLEDGE:</p> <p>An understanding of the housing issues facing a high demand London local authority and the needs of its residents.</p> <p>Awareness of the importance of Fraud Prevention.</p> <p>Excellent understanding of good customer care delivery.</p>	<p>Housing register processes and circumstances that effect priority.</p> <p>Allocations and bidding processes.</p> <p>Alternative housing options such as sheltered accommodation.</p> <p>Knowledge of legislation relevant to the housing register and allocation of social housing.</p> <p>An understanding of immigration guidelines in respect of eligibility for social housing.</p> <p>Awareness of welfare benefits and eligibility.</p>	<p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / T / I</p>

<p>EDUCATION/QUALIFICATIONS None specific – need to demonstrate good written and mathematical skills.</p>		A
<p>SKILLS, ABILITIES & EXPERIENCE:</p> <p>Ability to communicate clearly, courteously and patiently with members of the public and with colleagues.</p> <p>Ability to prioritise workload and use own initiative.</p> <p>Able to use a range of IT systems and accurately input and maintain data.</p> <p>Able to make a positive contribution to the service.</p> <p>The ability to work and liaise effectively with a range of people and services and as part of a team delivering a high quality service.</p> <p>Ability to assess and evaluate.</p> <p>Ability to reason and appropriately challenge where necessary.</p> <p>Experience of dealing with complaints and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery.</p> <p>Understanding of the challenges faced working in a political environment, with demonstrable evidence of managing such demands.</p>		<p>A / I</p> <p>A / I</p> <p>A / T / I</p> <p>A / I</p> <p>A / I</p> <p>A / T / I</p> <p>A / I</p> <p>A / T / I</p> <p>A</p>

<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p><u>Takes Ownership:</u> regularly reviews, and takes responsibility and accountability for their own actions and the quality of their service - acting upon feedback to improve both quality and delivery.</p> <p>Delivers what they promise and continuously strives to improve performance.</p> <p><u>Calmness under pressure:</u> Ability to thrive in a challenging and pressurised environment - meeting tight deadlines and personal targets.</p> <p><u>Focuses on Results:</u> Ability to think creatively about problems, identify solutions and promptly resolve them.</p> <p><u>Works Collaboratively:</u> Ability to gain, and retain, the confidence and respect of colleagues, service users and other contacts.</p> <p>Participates as a team member effectively and cooperatively.</p> <p>Is proactive in generating ideas and solutions across the service.</p> <p><u>Focuses on People:</u> Excellent interpersonal skills including active listening.</p> <p><u>Communicates Effectively:</u> Excellent communication skills both verbally and in writing.</p> <p><u>Respects and understands individual's needs:</u> Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances.</p>		<p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / I</p> <p>A / T / I</p> <p>A / I</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willing to work outside normal working hours to respond to emergencies or attend meetings as required.</p> <p>Demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health & Safety Policies.</p>		<p>A</p> <p>A</p> <p>A</p>