

Asset Support Officer – Right to Buy Grade 7

Job purpose

You will contribute to the effective running of the Right to Buy Team with your first class and efficient administrative and specialist technical support skills.

You will be an integral part of the team providing specialist support within the Right to Buy Team function, providing administrative and specialist support to the Council's Right to Buy (RTB) services and help us to achieve our vision to be a district which combines a strong, sustainable economy with a great quality of life – leading to thriving communities, growing business, high prosperity and low inequality where people enjoy better health throughout their lives.

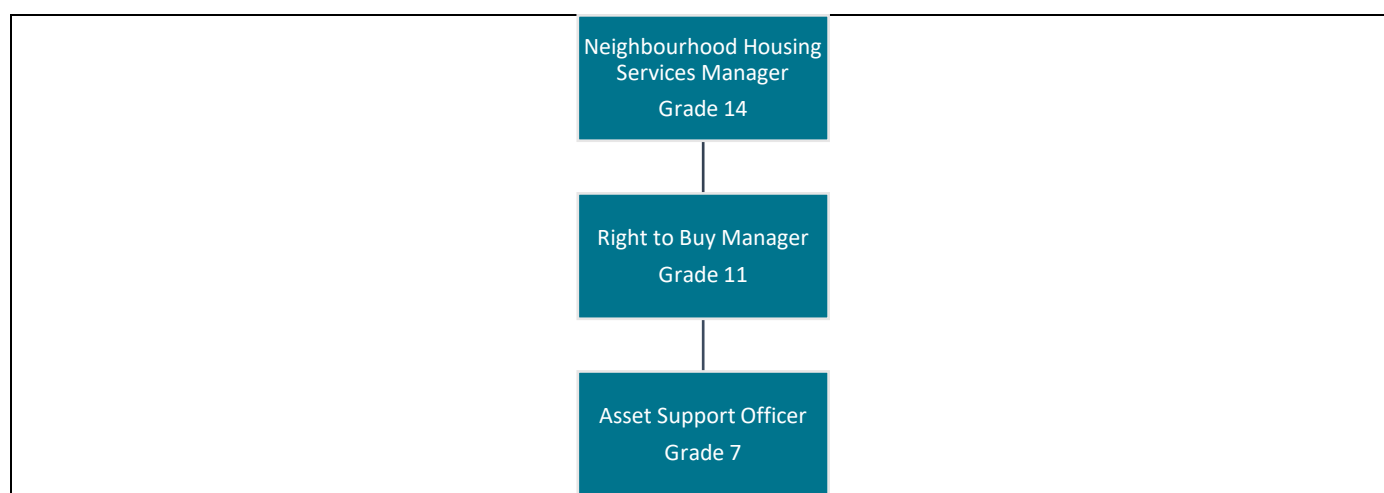
This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Undertaking a range of duties in relation to the administration of the Statutory Right to Buy process, being responsible for the processing of applications through to completion, including responsibility for instructing and obtaining Plans to support the RTB valuation and legal processes, in accordance with procedures and to communicate effectively with tenants over their eligibility and the status of their application.
- Ensuring that all applications are dealt with fairly, consistently, and accurately in line with the Housing Act Legislation, and that the various stages of the full Right to Buy process are completed within the statutory guidelines and timescales. This would also include having to check the eligibility of the tenant, any property exemptions identification of Bankruptcies, Individual Voluntary Agreements (IVA's) and Debt Relief Orders (DRO's) and issuing legal notices all within statutory time limits. In support of the RTB Officer, the jobholder is expected to liaise, where applicable, with the fraud investigation team for any matters that relate to fraud.
- In support of the RTB Officer obtain valuations and Energy Performance Certificates (EPC) from external partners such as Align Property Partners and Wilde
- Collate cost floor information, what costs has been spent on the property in conjunction with the Investment Team and Finance to determine discounts and the final RTB valuation. Undertake accurate calculations of eligible discounts based on the length of tenure, tenancy successions etc. in accordance with the statutory guidance, including co-ordinating other departmental responses
- Collate proof of residency through searching electoral register and liaise with solicitors when statutory declaration is required.
- Preparing and issuing offer papers, after confirming the final valuation including discounts, in addition to instructing the serving of any legal notices.

- Monitor how much valuations cost annually and produce electronic spreadsheets to harvest routine statistical information of valuations of previous properties sold and financial information, for statutory reporting and government returns, in support of the RTB Officer.
- Will be expected to deal with enquiries, via telephone, face to face and email from applicants or their representatives in a customer focused way and ensuring that confidentiality is maintained throughout. Also being both tactful and professional when dealing with sensitive issues and in supporting tenants to understand the process.
- Maintaining effective relationships with a range of customers both internal and external to the Council when sharing confidential information and in order to obtain relevant information to validate/support applications.
- Will be expected to carry out a range of administrative duties including the, updating and maintaining accurate records and associated processes in accordance with deadlines and legislative requirements. To process orders and invoices, utilising Council IT purchasing systems for the RTB process.
- In addition to the in house IT systems they will use a range of software packages including Word, Excel, and email, when producing specialist correspondence, statistical information, and reports. The jobholder will also use the Contact Manager/Universal Housing software package as part of the RTB process. Will handle personal and sensitive data and information, ensuring that this is done in accordance with council guidelines and General Data Protection regulations and in an appropriate and confidential manner.

Position of job in organisational structure



Employee Specification

| Knowledge, qualifications, skills, and experience | Shortlisting criteria |
|--|-----------------------|
| The post holder is required to hold a NVQ Level 3 in Business Administration or equivalent or hold extensive relevant experience applicable to the job role. | Essential |
| Holds post qualification training or experience in property related functions | Desirable |
| Detailed knowledge and understanding of the Right to Buy process in compliance with statutory legislation. | Essential |

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|---|------------------------------|
| Demonstrable experience of property management in particular, Right to Buy legislation and processes | Essential |
| The ability to co-ordinate and process information and produce reports and statistical information within a set timeline. | Essential |
| Experience of communicating with external agencies and the public, both verbally and in writing. | Essential |
| Ability to work communicate and liaise effectively with a range of internal colleagues. | Essential |
| Advanced level of IT skills and the use of related systems to record, update and extract statistical information and data. | Essential |
| Literacy and numeracy skills to be able to undertake accurate calculations and produce specialist documentation to a high standard. | Essential |
| Detailed understanding of the importance of confidentiality, data security and related Data Protection regulations. | Essential |
| Good knowledge and understanding of the Council's and the department's policies, procedures and practices. | Desirable |
| Team working ability, good time management and organisational skills. | Essential |
| Ability to handle sensitive and confidential information in an appropriate manner, whilst adhering to legal requirements. | Essential |
| Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work. (Exceptions can be made for disabled applicants). | Desirable |

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

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| Job Category | Building Services | Grading ID | 66390 |
| Job ID | 80102556 | Last Updated | February 2022 |
| Job Focus | No | Career Progression | No |

Contractual Variants

| | | | |
|---------------|--------|------------------------|----|
| DBS Category | No | DBS Type | No |
| Health Check | No | Politically Restricted | No |
| 24/7 working | No | Public Holidays | No |
| Night Working | No | Alternating Pattern | No |
| Standby | No | Other | No |
| Checked by HR | M Lunn | | |