

Technical Assistant – Housing Growth Grade 7

Job purpose

As a Technical Assistant – Housing Growth you will support the Housing Growth Team and deliver the operational duties of their service/business area.

You will provide technical support to the Housing Growth Function. The team functions include buy back of ex-council homes, development of new council homes and management of private properties.

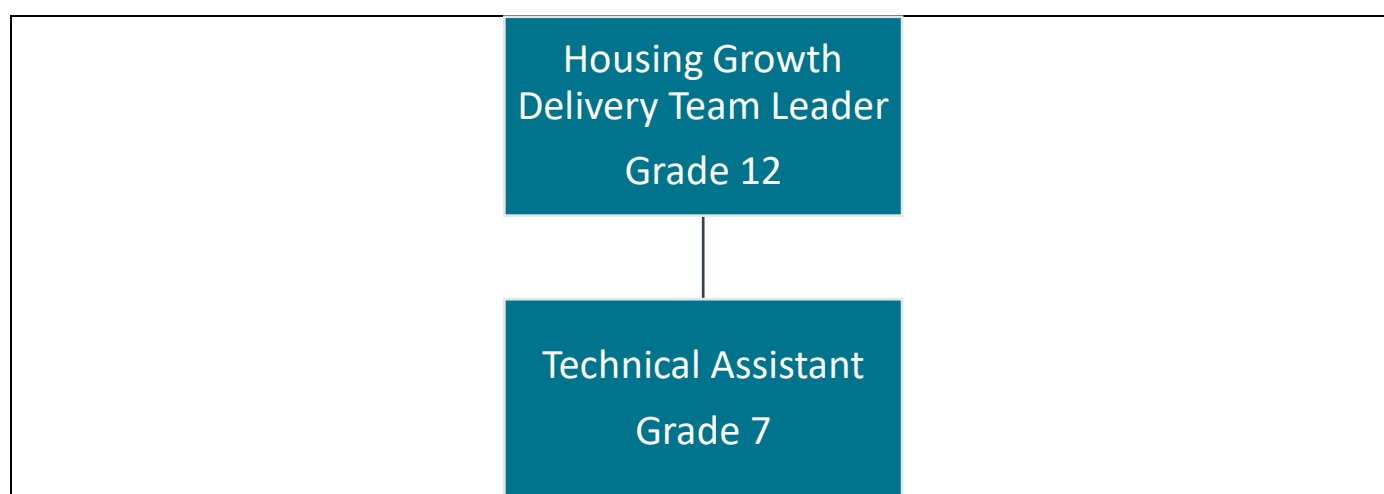
This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Promote, support, and provide administration for the Council's Buy Back Scheme and the range of services therein.
- Make contact with and work in partnership with estate agents and other relevant stakeholders to proactively look for potential buyback purchases.
- Arrange buyback appointments for property valuations and surveys.
- Chasing buyback information from relevant stakeholders to update systems.
- Promote, support, and provide administration for the management of non-HRA private let properties under the rent to buy and Kirklees Living schemes.
- Be responsible for advertising empty rent to buy properties via various mediums and ensuring each stage of the housing allocations process is followed.
- When Kirklees Living management agreement with the landlord comes to an end, to support the Team Leader in undertaking all the necessary actions to hand back the property and inform all relevant stakeholders.
- Establish and implement publicity events, marketing and advertising for Housing Growth services including collating information required for property sales.
- Act as the first point of contact for a diverse range of housing growth enquiries and resolve or signpost to the relevant person.
- General administrative duties including maintaining a database of properties, and manual and electronic filing systems – ensuring documents are filed quickly and accurately.
- Raise purchase order requests using the SAP electronic purchase order system and arrange for invoices to be processed in accordance with required payment timescales.
- Arrange housing growth function meetings and take minutes where required.
- Undertake desktop research on the suitability of sites for development and potential buybacks.
- Provide accurate information to housing and finance teams to enable the setting up of all new properties on our housing systems.

- Liaise with internal and external stakeholders as necessary to perform the duties of the post.
- Work collaboratively with the rest of the Housing Growth Team and other Officers to monitor, analyse, and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- Prepare professional and clearly written communications to colleagues, partners, and customers.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	Essential
CIH/NVQ 4 or equivalent academic qualification	Desirable
HNC or equivalent construction-based qualification, or willingness to work towards.	Essential
Experience of working in a social housing environment to deliver core social housing functions.	Essential
Experience of developing and selling a range of services to the social housing sector.	Desirable
Experience of working in Private Sector Housing.	Desirable
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external.	Essential
Demonstrate a proven track record of delivering targets and goals within operational plans.	Essential
Skill and ability to work with partner organisations to achieve common goals.	Essential

Previous experience of data input and maintenance of databases and/or contract management systems.	Essential
A good level of computer literacy to interrogate various software packages.	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role.	Essential
Able to work flexibly and be responsive to change to improve performance.	Essential
Ability to work effectively as part of a team coupled with the ability to work independently to achieve results.	Essential
Ability to understand the importance of budgetary control and proactively manage any delegated individual budgets	Essential
Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a vehicle for all or most of the time. It is essential that you hold a full and valid driving licence, and it is expected that you will either use a council vehicle or your own car.	Essential

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
- Honest
- 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 2. 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 particular 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:

Job Category	Housing Services	Grading ID	KNH0017
Job ID	80102327	Last Updated	May 2023
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		