

Job Title: Technical Assistant – Housing Growth

Grade: 7

Job Family: Technical

Responsible to: Housing Growth Delivery Team Leader

Responsible for: None

Evaluated by Grading Panel: 6/3/2018

Version: 1

PURPOSE

As a proactive Assistant, the post holder will support the Housing Growth Team and deliver the operational duties of their service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

The post holder 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.

ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › Promote, support and provide administration for the Council's Buy Back Scheme and the range of services therein.
- › To 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 scheme which we manage on behalf of QSH and PACE/PGIM.
- › Be responsible for advertising empty rent to buy properties via various mediums and ensuring each stage of the housing allocations process is followed.
- › To support and provide administration for the management of private let properties which we manage on behalf of landlords under the KNH Living scheme.
- › When a KNH 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 services marketing and advertising.
- › Act as the first point of contact for a diverse range of housing growth enquiries and where possible 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.
- › Setting up all new properties on the our housing systems.
- › Liaise with internal and external stakeholders as necessary to perform the duties of the post.
- › Work collaboratively with the Team Leader Housing Growth/ Technical Officer Development / Development Manager and other KNH 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.
- › Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- › Be a proactive and supportive team player and actively assist others to adapt and cope with change.
- › Contribute when required to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.
- › Deputise for the Team Leader and Service Development Manager as required.

DECISION MAKING

- › Organise and prioritise own workload and identify opportunities to expand service delivery.
- › Seek advice and escalate issues when dealing with high risk properties or a case which may require action outside of normal policy and procedure.
- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

FINANCIAL MANAGEMENT AND PROCUREMENT

- › Manage any delegated budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the Team Leader and Development Manager to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).
- › Contribute as required to developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › Provide relevant information to ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession, as appropriate, to secure any information needed. Interrogate records, assimilate data, coordinate witnesses and provide witness statements as appropriate and attend the Courts/First Tier Tribunal as necessary.
- › Ensure all individual operational activity is in line with the KNH Health and Safety Policy and associated legislation.
- › Ensure all individual operational activity is in line with guidance on the recording and reporting of concerns in the KNH Safeguarding Policy.
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures.

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Maintain accurate information systems in line with service requirements.

- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Housing Growth Delivery Team Leader and Technical Officer Development**

EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

PERSON SPECIFICATION

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Grade: 7

RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<u>Education/Qualifications</u>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	E	X		
CIH/NVQ 4 or equivalent academic qualification	D	X		
HNC or equivalent construction-based qualification, or willingness to work towards.	E	X		
<u>Experience</u>				
› Experience of working in a social housing environment to deliver core social housing functions	E	X	X	X
› Experience of developing and selling a range of services to the social housing sector	D	X	X	
› Experience of working in Private Sector Housing	D	X	X	
› 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	E	X	X	
› Demonstrate a proven track record of delivering targets and goals within operational plans	E	X	X	
› Skill and ability to work with partner organisation to achieve common goals	E	X	X	

<ul style="list-style-type: none"> › Previous experience of data input and maintenance of databases and/or Contact Management Systems › A good level of computer literacy to interrogate various software packages › Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role › Able to work flexibly and be responsive to change in order to improve performance › Ability to work effectively as part of a team coupled with the ability to work independently to achieve results › Ability to understand the importance of budgetary control and proactively manage any delegated individual budgets 	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
<u>KNH BEHAVIOURS</u> Progressive › Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working Engaged › Able to demonstrate that they are passionate about their work and what KNH is trying to achieve Respectful › Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities. Customer Focused	E	X	X	
	E	X	X	
	E	X	X	

> Able to demonstrate delivery of excellent customer service within a customer focused environment Honest > Proven track record of being transparent and open	E	X	X	
	E	X	X	

<u>Other Requirements</u>				
> Ability to travel around the borough	E	X		
> Willingness to undertake training courses relevant to the post	E	X	X	
> Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

Signature of Post Holder:

Date: