

Job Title	Range	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Housing Finance Officer (PN:14368)	Range 3	A CIH recognised professional qualification OR finance/administration qualification	<p>See Job Profile for full duties. Main duties include:</p> <p>To provide a high quality, effective and efficient finance support to the landlord service, including repairs and maintenance, estate services, tenancy management services and homes for independent living.</p>	<u>Requirements at this level:</u>	<u>Requirements at this level in addition to level 3A:</u>	<u>Requirements at this level in addition to level 3A and 3B:</u>
				<u>Qualifications</u> Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc Working towards Level 3 in Business Administration or equivalent	<u>Qualifications</u> Level 3 in Business Administration or equivalent qualification Completion of role specific training as identified on the HRA tenant services training matrix	<u>Qualifications</u> Evidence of ongoing continuous professional development
				<u>Knowledge</u> An awareness of GDPR legislation and best practice in relation to information sharing An awareness of the Councils financial	<u>Knowledge</u> A working knowledge of financial systems and basic accounting A comprehensive working knowledge of the broader	<u>Knowledge</u> A good understand of GDPR legislation and best practice in relation to information sharing

				<p>regulations, guidelines and procedures</p> <p>A good understanding of relevant policies and procedures within landlord services</p>	activities of the service	<p>An awareness of the Council's Record Retention Policy and freedom of information protocols</p>
				<p>Experience Experience of providing a comprehensive administrative and/or customer support service</p> <p>Experience of using financial systems to raise purchase orders and process invoices</p> <p>Experience of updating records accurately using electronic or hard copy filing systems/databases</p>	<p>Experience Experience of dealing with confidential and sensitive data</p> <p>Experience of coaching/supporting others in their role</p> <p>Experience of providing project support</p>	<p>Experience Experience of confidently using specialist IT packages relevant to landlord services</p> <p>Experience of contributing to Freedom of Information requests</p>

				Experience of providing general information, advice and guidance on internal procedures relating to finance		
				<p>Skills</p> <p>Ability to use Microsoft Word, Excel, Teams and Outlook</p> <p>Ability to organise and prioritise workload to achieve deadlines</p> <p>Excellent interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders</p> <p>Ability to work within defined procedures and to work</p>	<p>Skills</p> <p>Ability to interpret data and prepare reports as required, demonstrating precision and speed</p> <p>Ability to communicate in a manner which is easily understood and tailored to meet the needs of the audience</p> <p>Ability to explain straightforward tasks to others, where required</p> <p>Ability to deal with considerable levels of work-related pressure, for example from deadlines,</p>	<p>Skills</p> <p>Ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working</p> <p>Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences</p>

				<p>independently, using initiative to deal with situations, referring to line manager for unusual or difficult problems</p> <p>Ability to develop and maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important</p>	<p>interruptions or conflicting demands.</p>	
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