

Job Description

Job title	Private Sector Housing Technical Support Officer
Directorate	PLACE : Regeneration, Community and Culture
Division	Housing
Range	MPR 3
Reports to	Private Sector and Adaptations Team Leader

Main purpose of the job:

To assist in the day to day running of Private Sector Housing, giving advice and information to other Medway Council departments, Medway residents, landlords, agents and other key professionals. To provide advice to the general public with regards to all aspects of Private Sector Housing.

This includes (but is not limited to):

- To provide support to the PSH team.
- To have excellent IT skills, with experience of using a database system.
- Provide support to PSH Technical Officers with the processing of means testing assessments.
- Ability to work on your own initiative, experience of dealing with customers both face to face and over the telephone.
- Processing payments, grant and loan approvals.
- Maintaining records relating to service request, notices and legal files.
- Proof reading of documents and maintenance of the departments web page.
- Assisting in the preparation of replies to request for information, complaints, Councillor
- Processing of means testing assessments
- Processing grant and loan approvals
- Validation of grant and HMO applications
- Liaising with HMO licence applicants to ensure full applications are submitted.
- Leading on financial duties with regards to enforcement invoices, licensing payments, grant payments. Providing monthly report on the financial status of the service areas.
- Having knowledge of finance systems
- Monitoring HMO and Adaptations mailboxes. Responding to enquiries, logging information on service database. Liaising with officers regarding case queries.
- Responsibility for ensuring first response to clients that contact the PSH Service to ensure accurate details received.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

- To support the team with large complex ongoing projects.
- Ability to use the relevant IT systems, to keep accurate records on all cases and ensure that each case can be tracked.
- Ability to navigate Councils finance systems for all PSH service areas.
- Ability to provide statistical and monitoring data, to outline both the current position and timescales involved in the departmental processes.
- To assist in the processing of early financial assessments for the Grant/Adaptation process and be able to assist clients in the process of completing application forms and taking on the role of supporting the client through the process should this be required.
- To provide accurate monthly reports on the financial status of Enforcement and HMO service areas.
- Ability to ensure invoice for enforcement notices served, liaising with debt recovery team.
- To assist PSH Manager and Team Leader in monthly budget forecasting by providing accurate financial reports for the PSH service.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.



To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Private Sector and Adaptations Team Leader

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- 5 GCSE's or equivalent (including Maths and English)
 - Relevant work experience

Level B (in addition)

- NVQ Level 2 Customer Service Practitioner or a minimum of 2 years customer service experience
 - Competency certificate for the use of Ferret means testing systems and means testing regulations

Level C (in addition)

- NVQ Level 3 Customer Service Practitioner
- Holding certification in Housing Health and Safety Rating System

Knowledge

Level A

- Computer literate – competent in the use of Microsoft Office Packages, with an ability to become proficient in the use of other bespoke software packages

Level B (in addition)

- Demonstrable understanding of the Housing Service areas to be able to signpost appropriately
 - Demonstrable understanding of Private Sector Housing responsibilities
 - Demonstrable understanding of financial reports

Level C (in addition)

- Extensive knowledge of HMO licensing application process
- Extensive knowledge of Disabled Facilities Grant application process
- Extensive knowledge in creating accurate financial reports using Council finance systems.

Experience

Level A

- Experience of working within a customer facing office environment is desirable

Level B (in addition)

- A minimum of 2 years previous office experience is essential
- Experience of Finance/data administration is essential
- Experience of analysing financial data to ensure accuracy
- Demonstrable experience of providing support to each service area within Private Sector Housing
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Level C (in addition)

- Ability to generate reports that will assist with overall team performance monitoring
- A minimum of 2 years experience of providing support to a HMO or Adaptations service
- Demonstrable experience of using financial systems and providing accurate financial data

Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Ability to independently organise own workload without day to day assistance.
- The ability to deal with difficult and potentially conflict situations both face to face and on the telephone.

Level B (in addition)

- Act as team advocate with members of the public
 - Ability to record concise information in relation to cases and relay this to PSH Technical Officers
 - Demonstrable understanding of financial systems and reporting of accurate data to Management

Level C (in addition)

- Ability to proficiently use the Corporate financial database for all areas of the PSH team
- Ability to proficiently create and maintain financial spreadsheets held by the PSH team.
- Ability to proficiently create accurate financial reports for monthly budget forecasts

- Ability to provide accurate and detailed advice to customers regarding HMO licensing and DFG application process.



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