

Post Specification

Date	December 2024
Post Group Number	8429
Post Title	Housing Development Assistant
Job Family	Organisational Support
Job Family Role Profile	OS7
Final Grade	7

To be read in conjunction with the job family role profile

Service Area description

The Housing Team acts as the Council's housing management and strategic housing function involving housing strategy, private sector housing standards and renewal, discretionary and mandatory grants, housing allocation and homelessness, tenancy enforcement, community led housing, supported and affordable housing, in order that the Council achieves its strategic plan, maintaining and promoting a healthy and safe environment.

This includes:-

- Delivery of comprehensive and efficient Home Improvement Service.
- Promote and maintain a healthy, safe environment for all residents and visitors to W&F.
- Work towards ensuring that everyone has access to decent affordable housing, with adequate support, in a place where they want to live.
- Provide regulatory support and advice to local residents and businesses.
- Regulate Private Sector Housing to minimise risks to tenants' health through effective enforcement.
- Work with Communities to help deliver their aspirations for new and existing homes.
- Work in partnership to improve the health and wellbeing of residents.

Good quality housing makes a measurable contribution to the wellbeing of our residents. This role provides an exciting opportunity to make a valuable contribution to the way Westmorland and Furness Council and strategic partners deliver their affordable housing ambitions.

The Housing Development Assistant will provide support to the Housing Development Officers across a range of housing-related services, to ensure a high-quality Housing service is delivered to local residents.

Purpose of this post

The post-holder will provide administrative support and assistance to the Housing Development & Enabling Team; with a particular focus on:-

- The administration of the Council's low cost housing (discounted sale) scheme;
- Preparing local occupancy documentation in respect of the sale of former Local Authority houses;
- Maintaining the Council's Affordable Housing Grants programme.

Key job specific accountabilities

- Support the Housing Development Officers in providing an outstanding Housing service.
- Maintaining the Council's low cost home ownership (Discounted Sale) register, including processing applications for discounted sale properties and marketing both new properties and resales.
- Preparation of Section 37 and Section 157 local occupancy documentation, for approval, in respect of the sale of former Local Authority houses.
- Support the Housing Development Officers in administering the Council's Affordable Housing Grants programme.
- Process customer enquiries, in respect of local low home ownership, local connection and housing grants, as well as general Housing-related queries.
- Deliver a positive customer-facing service, providing a high quality of advice and information to members of the public, as well as outside agencies, including estate agents and solicitors, as well as Housing Associations and community groups, relating to the Council's Housing services.
- Liaise with colleagues in other Council Departments, including Legal, Planning and Land Charges, as well as external stakeholders.
- Provide support in raising purchase orders, processing invoices and supporting the Housing Development team with finance matters.
- Provide accurate and timely key performance data and information to managers and colleagues, contributing to the delivery of enhanced housing quality and standards, including maintaining databases.
- Support the team in the development and implementation of policies, strategies, plans and systems to ensure the delivery of quality Housing services to customers, businesses and residents.
- Co-ordinate data in respect of Freedom of Information requests, Environmental Information requests, Subject Access Requests etc.
- Assist in the maintenance of the Council's Website, as well as providing support in producing newsletter articles and media releases.
- Actively support the Council's vision and ambitions in accordance with the Housing delivery outcomes included in the Council Plan, and Housing Strategy.
- Promote best practice in meeting the requirements of Health & Safety, equality of opportunity, and to comply with other relevant statutory legislation.
- Ensure all activities are carried out in accordance with the Council's constitution, regulations, policies, and national standards.
- Undertake such other duties, as required, that are commensurate with the post.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities

None.

Staff Management Responsibilities

None.

Other

None.

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications

- Minimum of GCSE English and Maths at Grade 4 or above, or equivalent.

Knowledge

- Strong IT skills, with a working knowledge of Microsoft Office systems, particularly Word and Excel packages.
- Ability to maintain and monitor databases.
- Ability to provide accurate, detailed performance monitoring and statistical information to colleagues.

Experience and Expertise

- Previous experience of working in a Housing-related environment would be an advantage but not essential.
- Experience of delivering or supporting a customer-focussed, service delivery role would also be desirable.
- Strong customer service skills.
- Ability to deliver work to a high standard.
- Solid understanding of a case-management approach and providing multi-disciplinary support, including when to escalate a case.
- Effective communicator, when working with colleagues, other agencies and the public.
- Understands the need for confidentiality, tact, diplomacy and compliance with data protection regulations.
- Strong team player, but also comfortable working on their own initiative, when required.

Disclosure and Barring Service – DBS Checks

Not required.

Job working circumstances

Emotional Demands	The role involves working with members of the public, whose behaviour may, on occasions, place emotional demands on the post-holder.
Physical Demands	There is a physical need to move through office buildings, as well as attending meetings at different Council offices and with external organisations.
Working Conditions	The role is generally office based; however, there will be some flexibility to work from home, subject to agreement by the line manager.

Other Factors

Ability to travel around Westmorland and Furness – a full driving licence with access to a car would therefore be an advantage.