# BRIGHTON & HOVE CITY COUNCIL

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:** | Re-Housing Team Assistant |
| **Reports to:** | Re-Housing Manager |
| **Department:** | Housing |
| **Section:** | Tenancy Services – Rehousing Team |
| **Date written:** | 17 February 2012 |

**Purpose of the Job**

To provide a high quality office support service to the Re-housing Team.

To support the Re-housing Officers in the management of their daily tasks and to ensure enquiries are dealt with efficiently. To support the work of the team in order to let empty properties in the minimum amount of time.

**Principal Accountabilities**

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* To provide advice and information to housing applicants about offers of accommodation and the council’s lettings policy and procedures, including advice on how applicants can bid for properties and the Choice Based Lettings, Homemove Scheme.
* To work closely with the Empty Homes repair contractor, Re-Housing Officers, Homemove Team, Estate Services and Tenancy management staff to ensure empty properties are let efficiently; that target dates are met and the council’s lettable standard is adhered to.
* To provide administrative support to the Re-Housing Team, including making up lettings packs, booking appointments, monitoring repair target dates, sending out offer letters, collating and electronically sending details of all new tenants to housing staff and constructors on a daily basis, updating forms and checking mailboxes daily.
* To take on and proactively resolve enquiries and issues from housing applicants, council colleagues, and representatives of external organisations acting on the applicants behalf.
* To use the IT systems, principally OHMS, Word, Excel and Locata to carry out the functions of this post. Some current tasks include computer updating of lettings functions in order to monitor empty properties, developing and updating spreadsheets.
* Inputting tenant details collated by the Re-Housing Officers onto a continuous recording system, sending recorded monitoring of new lettings electronically.
* To undertake project work where required, for example in the implementation of new working practices for improving the service. Preparation of charts and graphs from data recorded on the systems.
* To extract performance information from the IT systems and prepare charts and graphs

**General Accountabilities**

***(Please insert relevant paragraph from Job Description Questionnaire Guidance Notes on Health and Safety and Equality accountabilities)***

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

## The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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**PERSON SPECIFICATION**

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### Essential Criteria

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| **Job Related Education, Qualifications and Knowledge** | * No formal qualifications are needed for this post, but the post holder will need to demonstrate good literacy and numeracy skills. * To be able to interpret statistical information. |
| Experience | * Experience of dealing with enquiries from customers. * Experience of working in an office and administrative environment. |
| Skills and Abilities | * Ability to work as part of a team. * Good oral and written communication skills with colleagues and customers. * Good organisation skills, able to plan and monitor own workload and work within tight timescales under pressure. * Good office administrative skills. * Ability to prioritise workload. * Ability to meet targets within agreed timescales. * Ability to work within a customer focused service. * Ability to use, input and interrogate IT systems, Word, Excel, spreadsheets and databases. * To be pro-active and work without supervision when required. |
| **Equalities** | * To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Diversity Policy. |
| **Other Requirements** | **No** |