

Role profile

Job Title:	Private Sector Housing Support Officer	Grade:	6
Department:	Private Sector Housing	Post no.:	66105
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Team Leader
Direct reports:	
Indirect reports:	Training and support of other junior and temporary members of staff.

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To be responsible for supporting the efficient and effective delivery of the Council's statutory and non-statutory functions, strategies and policies to improve standards and safety in private sector housing.
- To assist the Private Sector Housing Team with reviewing and setting up new processes and procedures to enhance the efficiency and effectiveness of the property regulation team within Regulation Services.

Key accountabilities

- To monitor the different streams of contact from customers, including emails, via the website, and telephone calls and ensure that these are prioritised, recorded and allocated to relevant teams effectively and efficiently.
- To act as a first point of contact, ensuring that members of the public receive correct and up-to-date information as well as sending out the appropriate correspondence and literature.
- To book appointments for officers ensuring accurate communication is made with tenants, licence holders, and inspecting officers.

- To support development and delivery of newsletters and other information to landlords, tenants, and other interested parties.
- To send out letters in response to complaints to landlords, tenants and other interested parties.
- To maintain database records and prepare reports as required, including financial reports of income received.
- To provide performance data on business support and make corrective plans for other regulators and professionals.
- Ensure the Team Leader is appraised/advised of any potential service shortfall to enable effective, appropriate action to remedy this.
- To manage competing priorities, including both reactive and proactive responsibilities, ensuring they are effectively managed whilst completing other administrative functions.
- In conjunction and as directed by the Team Leader, assist in the training and support of other junior and temporary members of staff.
- To signpost customer enquiries/complaints to other departments within the council or to external agencies and ensuring due regard to relevant due diligence and safeguarding protocol and data protection/sharing agreements.
- To ensure a high standard of meeting customer expectations by dealing with complaints in a timely manner as well as dealing with complex/agitated customers in a calm and polite manner and escalating their concerns to a team leader/senior manager if required.
- To act as a first point of contact for HM Courts and Tribunals Service regarding prosecutions and appeals.
- To act as a first point of contact for formal complaints, freedom of information requests, and members enquiries if required, to ensure timely responses are made.
- In conjunction and as directed by the Team Leader, help ensure that adequate cover is always maintained for both telephone and email points of contact,

flagging circumstances were there is a lack of cover or demand is high and is affecting the level of service provided.

- To ensure that the Council's policies on equality and diversity are reflected in day-to-day practice and behaviour with colleagues, members of the public and external agencies
- To apply Best Practice in Health and Safety in the Workplace in collaboration with other members of the team
- To ensure that due consideration and attention is paid to the relevant data management and data protection guidelines.

Key performance indicators

- Accuracy and timeliness of administrative support provided.
- Successful implementation of new processes and procedures.
- Exhibition of high levels of professionalism, customer care, and team working.

Key relationships (internal and external)

- Other Council staff.
- Ealing residents.
- Ealing business community.
- External organisations e.g. the police

Authority level

- **People:** Work collaboratively with staff in the team, other internal and external services, partnerships and external agencies. Undergo training and development.
- **Financial:** Monitor payments and provide reports on income received.

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Essential knowledge, skills and abilities

1. Ability and application to acquire the practical knowledge and skills sufficient to effectively carry out duties commensurate with the post.
2. The ability to undertake work programmes and meet targets.
3. Ability to work in partnership with others and achieve shared outcomes.
4. Ability to help prepare letters, reports and service-related documents.
5. Good interpersonal skills relevant to duties.

Essential qualification(s) and experience

1. Educated to at least GCSE level with Passes in mathematics and English language (minimum grade C) or equivalent
2. Experience of working in a customer focused service.
3. Ability to work unsupervised
4. Competent in office computer software packages including Microsoft Word, Excel, PowerPoint and Outlook
5. Ability to work in teams

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards