

## Job Description

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|---------------------------------------------|---------------------------------|
| <b>Job Title</b>                            | Housing Service Support Officer |
| <b>Directorate</b>                          | Neighbourhoods and Housing      |
| <b>Service Area</b>                         | Housing                         |
| <b>Grade</b>                                | 5                               |
| <b>Competency Level</b>                     | 1                               |
| <b>Salary</b>                               | £30,060 - £34,314               |
| <b>Job Type</b>                             | Hybrid                          |
| <b>Location</b>                             | Cunard Building                 |
| <b>Disclosure and barring service (DBS)</b> | Not applicable                  |
| <b>Job Evaluation Ref No</b>                | A9590                           |

## Job Purpose

To provide a comprehensive range of office, management support and customer service functions within the housing directorate.

### Directly Responsible For:

Not applicable



## Directly Responsible To:

Housing Service Support Team Leader

## Main Areas of Responsibility:

- To manage service email boxes in the Private Sector Housing, Housing Solutions and Our Liverpool services, responding directly to queries or recording / assigning these for appropriate action by those teams / officers
- To triage new complaints / referrals in case management systems and decide how these are allocated based on risk and legislation, creating worksheets for officers
- To manage service escalations to ensure swift resolution
- To deal with scanned mail, take correspondence to mail rooms, collect invoices and bank cheques / payments
- To record / assign complaints about housing teams and services, including to appropriate teams / officers for investigation / enforcement action
- To record / assign complaints about the service through i-casework / Have Your Say procedure, chasing up outstanding responses with managers
- To record / assign all FOI requests to technical support officers / managers for response, distributing weekly reports on outstanding requests
- To undertake preliminary checks on unlicensed properties including revenues systems, providing screenshots / statements for potential enforcement / legal action and to assign unlicensed cases for further action
- To arrange briefings with relevant stakeholders in connection with planned engagement, intervention and enforcement work
- To undertake all administrative tasks in support of enforcement work undertaken on behalf of registered providers to ensure annual gas safety checks are done including sending letters to tenants, arranging visits / warrants, court appearances / compile documents

- To undertake purchase ordering, check good receipts, raise / cancel invoices in line with Standing Orders and Financial Regulations
- To authorise bookings for service vehicles, check fuel and mileage and ensure that vehicles are valeted and serviced, also dealing with incidents
- To ensure that travel passes for officers are ordered / allocated and book any train / travel arrangements for staff
- To ensure that office / equipment is fit for purpose and to update asset register on any office moves / relocations of the service
- To ensure that all / new staff have ID passes, warrant cards and access to ICT / case management systems and have inductions
- To arrange meetings on behalf of senior managers, taking / distributing action notes
- To provide administrative support to managers for recruitment including booking rooms, preparing interview packs, confirming with / meeting candidates
- To handle any bookings for managers / staff attending events representing the service / City Council
- To act on behalf of service managers in dealing with queries, key tasks and projects that impact on the efficient / effective running of the service
- To participate in training and personal development, using all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service in line corporate, directorate and service priorities
- Actively contribute to building a collaborative, inclusive, and professional team culture

## **Supervision and Management Responsibility:**

Not applicable

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- Extended periods of sitting and computer use

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan and Housing strategies
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- NVQ Level 3 in Business Administration/relevant discipline or equivalent (A)
- 5 GCSE's (or equivalent) grades A-C / 9-4, or substantial experience in a similar role (A)

## Experience

### Essential

- Providing administrative/business support in a busy service/customer environment (A/I)
- Dealing with / managing contacts and referrals to/from different services/agencies (A/I)
- Using and maintaining a range of case management / other office based systems (A/I)
- Experience and understanding of housing and / or homelessness issues (A/I)
- Experience of delivering excellent customer service in a face to face or remote setting (A/I)

### Desirable

- Financial procedures including ordering, income and budget monitoring

- Producing statistical information for service/management reports
- Dealing with/monitoring Have Your Say and Freedom of Information requests
- An understanding of quality assurance systems

## Skills/Abilities

### Essential

- Excellent customer care skills/ability to deal with issues in a confidential manner (A/I)
- Excellent ICT skills and ability in using Microsoft Office suite, web-based systems and printing/scanning equipment (A/I)
- Ability to achieve high standards in quality and accuracy (A/I)

### Desirable

- Excellent time management and organisational skills
- Able to work flexibly in a demanding service environment
- Ability to demonstrate a high degree of initiative and self-motivation

## Commitment

### Essential

- Empathy, patience, and resilience when dealing with vulnerable individuals in crisis (A, I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A, I)
- High degree of professionalism and integrity (A, I)

## Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council