

Job Description

Job Title	Empty Homes Grant Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Private Sector Housing
Grade	6
Competency Level	1
Salary	35,412 - 39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A10188

Job Purpose

To support the New Empty Homes Grant Scheme project. You will be responsible for responding to enquiries, processing applications, coordinating with landlords, contractors, and internal council teams. Provide comprehensive office support, case management, and customer service to ensure timely, compliant grant delivery and successful property reoccupation

Directly Responsible For:

Not applicable

Directly Responsible To:

Principle Officer (Housing)

Main Areas of Responsibility:

- Process applications for the Empty Homes Grant
- Liaise with landlords and contractors
- The administration of the grants application and approval process through to final payment upon completion of work
- Provide data on progress of the grants scheme
- Recording, mapping and reporting on the allocation/spending of funds
- Responding to queries and service requests
- Responding to Have Your Says and Freedom Of Information requests relating to the Empty Grant Scheme
- Working in partnership with other Council teams such as Legal Services, the Revenues and Benefits and Housing Options Service
- Carrying out such duties commensurate with the grade as may be required
- 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:

- No supervisory duties

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
- Making payments from the grant funding pot to contractors following completion of the specified works
- Monitoring the funding pot to maintain an awareness of funding remaining

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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:

- This job will be a hybrid administrative role, with a mixture of home and office-based working. There will be extended periods of sitting and computer use

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- 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



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- 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 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.



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Person Specification

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

Qualification and training

Essential

- 5 GCSE's (or equivalent) grades A-C / 9-4, or substantial experience in a similar role (A)

Desirable

- Experience of working in an office environment

Experience

Essential

- Experience of using financial software such as SAP or equivalent (A/I)
- Experience of dealing with members of the public, councillors and other elected members or similar (A/I)
- Experience of using and maintaining a range of case management or other office-based systems (A/I)
- Experience of writing reports (A/I)
- Experience of creating and monitoring databases (A/I)

Desirable

- Dealing with/monitoring Have Your Say complaints and Freedom of Information requests
- An understanding of quality assurance systems
- Experience and understanding of housing and/or homelessness issues

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 (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

- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- High degree of professionalism and integrity