



## **Job Description**

### **Grant Support Officer**

**Service Area: Private Sector Housing, Regulatory Services**

**Reports to: Disabled Facilities Grants Manager**

**Salary scale: NCC Band 3**

**Responsible for: N/A**

### **Purpose of the job**

1. To assist the Disabled Facilities Grants Team in Private Sector Housing, with the day-to-day operational delivery of grant administration for the provision of mandatory adaptation grants.
2. To provide advice and support primarily to clients but also to contractors and Occupational Therapists.

### **Principal responsibilities**

1. Utilise North Northamptonshire Council's (NNC) PSH Policy to provide grants.
2. Acknowledge receipt of new referrals from the Occupational Therapists.
3. Acknowledge receipt of new Disabled Facilities Grant (DFG) enquiry forms and record electronically.
4. To carry out an initial means test using the FERRET software system.
5. To send out formal applications via post and on email as required.
6. Liaise with applicants and other parties throughout the application process and ensure that they are kept fully informed of progress at all stages of the process. This may include visits to applicants' homes, as required.
7. Take responsibility for DFGs that require equipment installations. Issue tender documents, carry out tender analyses, liaise with approved contractors and assist with ensuring work is progressed in a timely manner.
8. Carry out inspections to verify equipment works are completed to specification in association with the Private Sector Housing Surveyor as required.
9. Arrange payment for works to contractors once all relevant parties have signed off approvals.

10. Maintain accurate electronic records at all stages of all grant applications on Uniform and on Teams.
11. Provide data and information to the Disabled Facilities Grant Manager as requested, for regular reporting and performance monitoring purposes.
12. Maintain up to date databases of contractors and other spreadsheets as and when required.
13. To assist in the production and population of payment spreadsheets and the reconciliation of grant payments against ERP transaction reports, for auditing purposes.
14. To provide assistance for any other statistical reports needed for performance monitoring and statutory returns.
15. Assist in the promotion of Disabled Facilities Grants.
16. Assist with other Private Sector Housing team members, as and when required dependent on service needs, with issues such as energy enquiries and general administration of the wider service.
17. Assist in the development and implementation of software packages within the department.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Undertake learning and development as agreed in probationary reviews, personal development reviews or any such framework in order to meet corporate, service and individual targets. The post-holder must be prepared to gain, additional relevant technical qualifications as the demands of the service may require and will be expected to have a professional approach to the furtherance of his/her knowledge in all areas of the Council's work and to promote personal and professional development.
4. Act as a service representative on relevant working groups, as directed by the manager.
5. Ensure that feedback from customers is relayed to a PSH manager.
6. Ensure that the website and intranet are kept up to date by providing information to content editors.
7. Ensure that newsworthy events and achievements within the postholder's remit are brought to the attention of the manager.
8. The post holder must be willing to travel, must hold a valid, current UK driving licence and provide their own car.

9. This job description is not intended to be inclusive nor exhaustive. The Council reserves the right to vary the duties within the responsibility of the grade of the post and the post-holder's qualifications and experience in the light of changed circumstances. The post-holder will be required to adapt him/herself to changing situations and be prepared to keep abreast of all new developments affecting his/her duties.

## Person Specification

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
Education, Qualifications and Training	<p>Educated to GCSE standard Grade C or above (or equivalent) in Maths and English, or equivalent experience.</p> <p>Minimum of 5 GCSEs.</p>	<p>Qualifications or training in customer care or customer service/NVQ Level 2 Business Administration/RSA II or equivalent.</p> <p>Educated to diploma or higher national level (or equivalent) or relevant equivalent experience.</p> <p>Membership of the Chartered Institute of Housing or equivalent in a related professional body.</p>
Experience and Knowledge	<p>Experience of working in a customer focussed environment.</p> <p>Demonstrable previous experience of working with others on projects including liaison with contractors.</p> <p>Proven experience of working with and understanding vulnerable clients and their differing needs, adapting approach when dealing with clients with different disabilities to ensure that they have fair access to the service.</p> <p>Experience in operating within an office environment following procedures/processes.</p> <p>Ability and willingness to provide organised and timely administrative support.</p>	<p>Working knowledge of the Disabled Facilities Grant (DFG) legislation and the process of validating DFG applications.</p>

Attributes	Essential criteria	Desirable criteria
	<p>An understanding of service performance and risk management.</p> <p>An understanding of procurement and best value procedures and financial regulations.</p>	
Ability and Skills	<p>Able to process technical and financial information.</p> <p>Able to work as part of a multi-disciplinary team and manage/prioritise own workload</p> <p>Ability to work to tight deadlines and be flexible in work approaches.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Possess good keyboard skills for data inputting.</p> <p>Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners.</p> <p>Ability and willingness to travel around the county, including at short notice.</p>	Use of Uniform or FERRET software systems.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional factors	Demonstrate an understanding of the safe working practices that apply to this role.	

<b>Attributes</b>	<b>Essential criteria</b>	<b>Desirable criteria</b>
	Full driving licence and access to a car for work or ability to travel throughout the Borough Willing to work outside normal office hours as required.	