

Job Description and Person Specification

Job details

Job title: Housing Finance Assistant
Grade: Grade NNCBAND03 NNCSCP 05-07
Reports to: Senior Housing Finance Officer
Responsible for: 1st Class Customer Services
Directorate and Service area: Adults, Health Partnerships and Housing – Housing Services

Purpose of the job

Reporting to the Senior Housing Finance Officer the post holder will assist the team with administrative tasks and support the wider Housing and Finance Services Teams.

The post holder will be part of the team offering a first class customer focussed service administering tasks associated with income and expenditure of the Housing Revenue Account which supports and maintains accounts associated with current, former, leasehold, garage, sub and Licensee accounts.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the Housing Services Team, and the post holder will deputise for other Assistants in their absence.

Principal responsibilities

1. Role Responsibilities

The post holder will be expected to:

Ensure a consistent, customer focused service is delivered to all the councils' tenants and leaseholders by responding to contact requests and enquires with accurate advice, support, guidance and assistance in a timely manner to help them make informed choices about issues or concerns they raise.

Undertake a range of tasks including:

Monitoring of garage accounts and associated arrears letter production

Recording all incoming customer contacts ensuring the enquiry is directed to the appropriate officer

Sending out and recording returned Direct Debit Applications

Drafting templated letters in relation to changes to DD's

Assist with the administration and preparation of rent statements and annual rent review notifications

Prepare and send account statements requested by customers

Maintain the ordering of new and replacement rent payment cards

To order office supplies, equipment and stationary when required

Utilise the ERP computerised accounts package to place orders for goods and services and process invoices.

To ensure prompt administration of the team e-mail in-box

To provide office telephone cover and take telephone payments

Assisting the team leader with the financial year end process.

Updating customers computerised records to reflect work carried out.

Undertake Mail merges for a variety of income related tasks.

Undertaking filing and document imaging tasks

2. Performance Management and Service Improvement

The post holder will be expected to

Assist the Senior Housing Finance Officer to review existing procedures

Produce, provide, collate a range of performance information and data

Ensure a consistent, customer focused service is delivered to all the councils' customers by responding to contact requests and enquires with accurate advice and assistance in a timely manner.

3. Team Working Relationships

The post holder will be expected to

Make a positive contribution to the Housing Service by active involvement in meetings.

Ensure the service area has a strong and effective relationship with other services within the organisation in line with the councils cultures and values.

Make a positive contribution to the team, sharing skills, coaching and training staff to enable the whole team reaches its targets

4. Key Relationships

Internally: Housing and Sheltered teams, Property Service team, Allocation and Solutions teams, Leasehold and Finance Manager, Senior Finance Officer and other colleagues from across the council.

Externally: A limited network of contacts from within the public, private, voluntary sectors at local levels including customers, stakeholders, charities, tenants groups/ forums and resident associations.

5. Key Accountabilities

The post holder will be accountable for:

Contributing to the compilation of data required for key performance reports.

Accurate recording of customer contacts.

Proactively identify and report any area of financial loss and risk and reputational damage by ensuring that lines of accountability are clear and well understood across the team.

6. Miscellaneous Requirements

Any other corporate duties as reasonably required, including but not limited to briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the authority.

Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

Maintain a working and up to date knowledge of current financial legislation and current accounting practices and provide guidance to ensure the Housing Revenue Account operates within current government guidelines and legislation to maximise opportunities for continued service improvement.

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. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE level Standard (min 2) Including English and Maths	CERTCIH – Membership Hold or be studying for a relevant housing qualification (CIH Level 2/3 Diploma or equivalent)
Experience and Knowledge	Experience of working with a local authority or registered provider or a similar role. Experience of working in a customer facing, finance or income related role Knowledge of the housing legislation, regulation and case law Experience of managing and prioritising own workload often without regular supervision and motivating and leading a team	Experience of working effectively in partnership with a range of stakeholders.
Ability and Skills	Customer focussed and solution driven Effective team working skills to achieve positive outcomes for tenants and leaseholders. Excellent telephone interviewing and negotiation skills to achieve solution-focused outcomes Ability to explain complex matters Able to produce clear, concise, written letters	

Attributes	Essential criteria	Desirable criteria
	Ability to be proactive and use initiative to drive forward improvements within the team and across the service Excellent IT and keyboard skills Excellent communication skills over several disciplines Ability to successfully operate in a multi-disciplinary and multi-functional environment Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Full driving licence and access to a vehicle for work Willing to work outside normal office hours as necessary This post may be subject to a DBS check	