



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Housing Service Improvement Officer

Grade: NNCBAND05 - SCP11-13

Reports to: Housing Service Improvement Manager

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Services

Purpose of the job

Reporting to and working closely with the Housing Service Improvement Manager, the post holder will support the delivery of continuous improvement across Housing Services by contributing to performance monitoring, complaints analysis, service planning, Housing IT systems administration, tenant engagement, and regulatory compliance. The role will assist in identifying areas for improvement, implementing changes, and ensuring services meet quality standards and customer expectations.

1. Key Responsibilities

The post holder will be expected to:

Performance Monitoring & Data Analysis

- Assist with the collection, validation, and analysis of housing performance data.
- Support the preparation of performance reports including Corporate Performance Indicators (CPIs), KPI's Key Performance Indicators and Tenant Satisfaction Measures (TSMs).

- Contribute to benchmarking activities using tools such as HouseMark, Local Insight Tool, and LG Inform.
- Help maintain data quality protocols and audit trails.
- Maintain a library of procedure notes for all Housing performance indicators and review on an annual basis.
- To assist the Housing Service Improvement Manager with completing and submitting all relevant Housing Statistical and statutory returns, e.g. LAHS, LADR, TSMs

Service Improvement

- Work with the Housing Service Improvement Manager to identify service gaps and improvement opportunities and develop service improvement plans and learning logs in conjunction with the relevant Head of Service.
- Support the implementation of service improvement plans and monitor progress.
- Assist in translating complaints, feedback, and audit findings into actionable improvements.
- Contribute to the development and review of housing policies and procedures.
- Support the delivery of service standards and planning activities.
- Provide support to the wider housing service with individual pieces of research and investigation

Complaints Monitoring & Learning

- Support the monitoring of complaints in line with the Housing Ombudsman's Complaint Handling Code.
- To assist with the production of the annual complaints performance and service improvement report.

- Assist in analysing complaint trends and identifying learning opportunities.
- Help ensure that learning from complaints is shared and embedded across teams.

Housing Systems

- Support the use of housing systems for data entry, document storage, reporting, and service monitoring.
- Assist in ensuring data accuracy and system functionality.
- Ensure system administration reacting to rent setting and annual adjustment of charges are completed in a timely manner,
- Provide training and guidance to new colleagues on system use and reporting tools.
- Provide support to the wider Housing Service in the administration of ICT software packages.
- Contribute to the development of business improvement procedures and IHMS processes.
- Undertake system administration duties and compliance checks to internal housing management systems to ensure data is secure, access is limited and refined to the role a post holder undertakes, systems are set up correctly and available for users.
- Assist with the development and creation of contact task escalation procedures and processes.
- Prepare, test and conduct data loads for a wide variety of reasons.
- Provide support across the service to develop integrated agile digital solutions that support flexible service delivery.
- Assist with the development of tenant portals and accounts to enable customers to access information.
- Be involved in service wide ICT projects to ensure a joined up collaborative approach results in improved functions for the housing service

Tenant Participation & Consultation

- Support the delivery of tenant participation initiatives including satisfaction surveys, focus groups, and engagement events.
- Help gather and analyse feedback from service users to inform service planning and improvement.
- Promote inclusive and transparent engagement with tenants.

Audit Support

- Assist in preparing for internal and external audits.
- Support the tracking and follow-up of audit actions and recommendations
- Help maintain audit logs and provide evidence of completed actions.

FOI & Data Requests

- Assist in responding to Freedom of Information (FOI) and data requests.
- Help identify trends and opportunities to streamline data processes.

Communications & Reporting

- Contribute to the development of newsletters, factsheets, and other service-related communications.
- Support the delivery of the Housing Communications Plan.
- Help maintain accurate and accessible content on the Housing Services website.

- Assist in preparing reports and presentations for internal and external audiences.
- Utilise and support the use of Gov Notify when communicating with customers

Customer Insight & Predictive Analytics

- Contribute to customer profiling and journey mapping exercises.
- Use insight dashboards and data tools to support service planning.
- Assist in identifying trends and opportunities for proactive service delivery.

Recognition & Awards

- Support the preparation of submissions for housing excellence awards.
- Help gather case studies, success stories, and performance evidence.
- Assist in promoting service achievements through internal and external channels

Collaborative Working

The post holder will be expected to:

Work closely with the Housing Service Improvement Manager to drive and deliver a proactive high performing and inclusive housing service that demonstrates NNC's caring service culture, its commitment to customer engagement and service Improvement and which supports the needs of all customers whilst delivering on NNC's vision and objectives.

Work with a range of internal teams and colleagues across the council including Heads of Service and their respective Managers, in the Housing Management, Allocation and Housing Solutions, Property and Development teams, Legal Services and Elected Members, to provide joined up solutions to matters that are important to tenants, leaseholders and applicants.

Ensure the service area has a strong and effective relationship with other services within the organisation and external partners by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values.

Provide support and assistance to other service improvement officers during a large-scale project.

Make a positive contribution to the Housing Service sharing skills, coaching and developing other staff to enable the whole team to achieve its goals.

Misc Requirements

The post holder is expected to:

Undertake 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 of the role.

Maintain an up-to-date expert knowledge of best practice in the field of housing to maximise opportunities for continued service improvement.

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

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

To represent or deputise for the Housing Service Improvement Manager in local, regional and national forums and meetings as required.

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.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Special features of the post

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.

An allowance is payable to the post for mileage claims essential for business purposes.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Min GCSE X 5 incl Maths and English or equivalent CertCIH - Membership Achieved = CIH Qualification or Equivalent Level 3 or above	2 A Levels Degree educated in a subject job related CertCIH - Membership Achieved = CIH Qualification or Equivalent Level 4 or above.
Experience and Knowledge	<p>Experience of working with a local authority or registered provider in a similar role. Minimum 3 years.</p> <p>Working knowledge of the housing legislation, regulation and case law</p> <p>Experience in performance monitoring, data analysis, or service improvement within a housing or public service environment.</p> <p>Strong organisational and analytical skills.</p> <p>Ability to communicate effectively with internal teams and service users.</p> <p>Ability to develop and support service improvement initiatives across housing services</p> <p>Understanding of housing sector regulations and customer service standards</p> <p>Understanding of the Regulator of Social Housing requirements and compliance processes.</p>	<p>Experience of working effectively in partnership with a range of stakeholders.</p> <p>Experience with benchmarking tools and performance frameworks.</p> <p>Experience working with complaints data and service feedback.</p> <p>Knowledge of the Regulator of Social Housing's standards and Tenant Satisfaction Measures.</p> <p>Experience contributing to communications and service planning.</p> <p>Experience in supporting housing-related research and consultation projects.</p> <p>Ability to research best practices and recommend improvements to systems and procedures.</p> <p>Experience in supporting or leading the formulation of housing policies, strategies, and procedures.</p>

Attributes	Essential criteria	Desirable criteria
	<p>Experience supporting consultation and engagement activities.</p> <p>Familiarity with housing systems and data reporting tools.</p> <p>Working knowledge/experience in the use of or administration of integrated IT Systems</p> <p>Experience of managing and prioritising own workload often without regular supervision.</p> <p>Proficiency in housing data systems and performance tools.</p> <p>Experience in managing and delivering administration and support services within a housing or public service environment</p>	<p>Ability to assist in the development and management of performance monitoring systems across housing services.</p> <p>Experience in producing reports, briefings, and governance documents for committees and senior management.</p> <p>Experience in coordinating or contributing to housing performance reporting and statutory returns.</p>
Ability and Skills	<p>Customer focussed / solution driven</p> <p>Ability to influence and maintain good working relationships with a wide range of colleagues and teams.</p> <p>Excellent report writing skills</p> <p>Excellent IT and keyboard skills</p> <p>Excellent communication skills over several disciplines</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Ability to successfully operate in a multi-disciplinary and multi-functional environment</p> <p>Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to a vehicle for work</p> <p>Willing to work outside normal office hours as necessary</p>	