**EXETER CITY COUNCIL**

**Job Description**

**JOB TITLE :** Devon Home Choice Support Officer

**GRADE :** F

**POST NO :** 2435

**SERVICE :** Customer Access

**UNIT :** Housing Needs

**REPORTS TO :** Devon Home Choice Project Lead

**RESPONSIBLE FOR :** None

**LIAISON WITH :** Devon Home Choice Management Board, Officers and Elected members across all Devon’s Local Authorities, Officers and Board members of Registered Providers working in Devon, external stakeholders, tenants and housing applicants, other interested organisations as necessary.

**PURPOSE OF JOB**

To support the efficient operation of Devon Home Choice on behalf of partner local authorities and landlords through the provision of detailed reports, analysis and advice for Devon Home Choice partners.

**MAIN ACTIVITIES**

1. To produce and publish a number of regular monthly, quarterly, annual and ad-hoc reports.
2. To prepare and collate information relating to Freedom of Information requests.
3. Provide guidance about the Devon Home Choice policy and procedures to staff from the partner local authorities and landlords.
4. Undertake a regular audit of applications to identify any cases that need to be reviewed in order to promote consistency across Devon Home Choice.
5. To directly resolve queries from Devon Home Choice partners concerning the operation of the IT system or ensure resolution by the IT provider.
6. Maintain the Devon Home Choice website to ensure relevance, accuracy and ease of use for applicants through regular liaison with the partnership.
7. To design and produce standard letter templates and procure application forms, user guides and other publicity material as required.
8. To assist the Project Lead with transfer and implementation of the IT system.
9. Process invoices for services procured on behalf of Devon Home Choice.
10. To organise the Management Board, Operational Group and other relevant sub group meetings for the partnership.
11. Produce detailed and accurate minutes of meetings.
12. Organise surveys of public / stakeholder opinion on service delivery using a variety of media to ensure a wide reach of the local population.
13. To provide / assist in the provision of regular training to staff from partner landlords and local authorities.
14. Ensure that the Council’s Customer Care, Equal Opportunities and Health and Safety policies are adhered to at all times
15. To carry out other duties including aspects of the Project Lead role as appropriate.

**DATE LAST UPDATED:** March 2019

**Person Specification**



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|  | **CRITERIA** | **ESSENTIAL/ DESIRABLE (E/D)** | **METHOD OF ASSESSMENT** |
| **QUALIFICATIONS &**  **KNOWLEDGE** | Educated to GCSE or equivalent or significant relevant experience  Detailed knowledge of Microsoft Office programmes.  A basic understanding of housing need and the provision of social housing.  Specialist knowledge of choice-based letting policy | E  E  E  E | A, C  A, I, T  A, I  A, I |
| **EXPERIENCE &**  **SKILLS** | Experience of minute taking and providing administration support.  Experience of producing reports and survey information and presenting information in a clear format.  Excellent interpersonal skills. Ability to communicate with a variety of customers, officers, managers, members, providers and others.  Ability to interpret policy and procedure, and provide guidance in a clear and easy to understand format.  Good organisational skills and ability to manage own workload.  Experience of survey design and different methods of collection feedback from service users.  Experience of website authoring. | E  D  E  D  E  D  D | A, I  A, I  A, I  A, I  A, I  A, I  A, I |
| **SPECIAL REQUIREMENTS & ATTITUDE** | Commitment to delivering excellent customer care  Ability to travel for meetings as required. This may occasionally be outside of usual office hours.  Good team player. | E  D  E | A, I  A, I  A, I |
| **OTHER** |  |  |  |

**COMPLETED BY:** Service Lead Housing Needs

**DATE:** March 2019

**CATEGORY:** A – Application, C - Certificates, T – Testing, I – Interview, R - Reference