



## JOB DESCRIPTION

<b>POST:</b>	<b>Administrative Support Officer</b>
<b>DEPARTMENT:</b>	<b>Housing Management</b>
<b>REPORTING TO:</b>	<b>Housing Services Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>N/A</b>
<b>Grade:</b>	<b>3</b>

## MAIN JOB PURPOSE:

As an Administrative Support Officer, you will provide comprehensive administrative and technical support to the Tenancy Services teams. Your role will be crucial in ensuring customer enquiries are resolved efficiently and managing tenancy and financial administration.

You will be responsible for maintaining high standards of data accuracy, customer service, operational performance, and compliance with legal and organisational requirements. By responding to and redirecting customer enquiries, booking appointments, arranging events, managing financial and customer data in internal and external systems, producing data and reports, and offering training and guidance to team members, you will enhance the team's effectiveness.

This position demands a proactive approach to problem-solving, excellent communication skills, and the ability to work collaboratively across departments. Your efforts will be key in improving service delivery and customer satisfaction, ensuring that the Tenancy Services teams operate smoothly and effectively.

Additionally:

1. **Performance** take responsibility for achieving personal targets and objectives
2. **Maintain Digital Systems:** Ensure digital filing and data systems are accurate, confidential, and secure, following instructions and retention periods, and complying with GDPR regulations. Utilise Microsoft Office and other software to maintain records, collaborate with others and produce documents.
3. **Adhere to Policies and procedures:** Perform all duties in line with Babergh and Mid Suffolk District Councils' policies and procedures.

4. **Promote Tenant Engagement:** Encourage tenant involvement in the housing service and work with the tenant involvement team to achieve this.
5. **Collaborate Across Services:** Work with colleagues from Housing and other services to ensure effective communication, integrated services, and efficient resource use.
6. **Represent the Council:** Act as an ambassador for the organisation, embodying its values and representing the council positively.
7. **Champion Equality and Diversity:** Demonstrate the council's commitment to equality and diversity and work to combat social housing stigma.
8. **Commit to Professional Development:** Take responsibility for your professional growth by engaging in learning and development activities to enhance effectiveness and job performance.
9. **Adapt to Changing Needs:** Undertake additional duties as required to meet the evolving needs of the council.
10. **Ensure Safety and Safeguarding:** Report any safeguarding concerns or issues that might place tenants, colleagues, or other agencies at risk of harm immediately.
11. **Prioritise Health and Safety:** Take personal responsibility for your health, safety, and welfare, as well as that of colleagues and the public.
12. **Data protection** handle personal data lawfully, fairly, and transparently in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).

#### **DUTIES AND RESPONSIBILITIES:**

1. Ensure all incoming enquiries and requests to the teams are captured and responded to within timescales.
2. Take responsibility for responding and allocating tasks to team members when required, using systems to record and allocate tasks.
3. Administer tenancy changes and update tenant details on the system.
4. Input relevant information onto the housing software system with accuracy and consistency.
5. Produce tenant communications in various written formats.
6. Deal directly with the public on calls relating to tenancy management, taking details and responding proactively with care and attention, ensuring excellent customer service.

7. Coordinate and collaborate with internal and external stakeholders, providing administrative support to projects and case management.
8. Undertake routine finance management functions, investigate and resolve issues with finance and systems teams.
9. Administer refunds, transfer of credits and debits between tenancies.
10. Accurately administer write-offs and write-ons to the Housing System.
11. Administer direct debits, BACs, and other payments.
12. Report key financial information about payments received or missing to Income Officers.
13. Contact customers directly concerning direct debit and refund queries.
14. Raise purchase orders, approve and process invoices.
15. Plan and run year-end jobs for BMSDC stock, ensuring full testing has taken place.
16. Prepare new year direct debit instalments and send letters to tenants.
17. Undertake any other duties as may reasonably be required, adapting to the changing needs of the organisation

### **Additional information**

- a) Does this job require a DBS check? Yes/No
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. Yes/No
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

### **PERSON SPECIFICATION**

**The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.**

<p><b>REQUIREMENTS</b> The postholder must be able to demonstrate:</p>	<p><b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation</p>
<p><b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i></p>	
<ul style="list-style-type: none"> <li>• Relevant Qualification: NVQ3 Level or equivalent knowledge gained through experience.</li> <li>• Some experience working in a relevant role, preferably within housing or tenancy management.</li> <li>• IT skills with considerable experience using Microsoft Office, including Excel.</li> <li>• An understanding of relevant health and safety legislation and good practice.</li> </ul>	<p>A/I/T</p>
<p><b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i></p>	
<ul style="list-style-type: none"> <li>• <b>Customer Service:</b> Proven ability to deliver excellent customer service, including persuading, negotiating, and resolving queries and complaints at the first point of contact.</li> <li>• <b>Communication:</b> Strong communication skills, both oral and written, to effectively exchange information with a range of audiences.</li> <li>• <b>Technical Skills:</b> Proficiency in general keyboard skills and familiarity with Microsoft Office products (Word, Excel, Outlook).</li> <li>• <b>Financial Acumen:</b> Ability to interpret financial information and perform financial management tasks, such as processing payments and managing direct debits.</li> <li>• <b>Adaptability:</b> Experience in identifying and implementing better ways of working to enhance efficiency or customer service.</li> <li>• <b>Research Skills:</b> Ability to research and retrieve information from bespoke software systems and financial systems.</li> <li>• <b>Flexibility:</b> Experience in flexible communication, both oral and written, to meet varying demands.</li> </ul>	<p>A/I/T</p>

<ul style="list-style-type: none"> <li>• <b>Diplomacy:</b> Confidence and diplomacy in relaying information to a wide range of audiences, even when the information may not be well-received.</li> </ul>	
<b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> <li>• <b>Policy Interpretation:</b> Ability to interpret and correctly implement policies and procedures.</li> <li>• <b>Problem-Solving:</b> Initiative and accuracy in providing information and solving unexpected problems and enquiries.</li> <li>• <b>Organisational Skills:</b> Strong organizational skills to manage daily workload and adapt to unscheduled tasks.</li> <li>• <b>Collaboration:</b> Ability to work collaboratively with colleagues across the Council to ensure best practices in customer service delivery.</li> <li>• <b>Attention to Detail:</b> High level of accuracy and attention to detail in all tasks, particularly in financial management and data entry.</li> <li>• <b>Time Management:</b> Effective time management skills to handle multiple tasks and meet deadlines.</li> </ul>	A/I/T/P
Empowering, valuing and developing our people  Valuing our customers  Being open and honest  Taking ownership  Being ambitious	A/I/T
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability,	A/I/T

Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).

# Our Values

...we believe in

**OUR CUSTOMERS**   **BEING AMBITIOUS**   **TAKING OWNERSHIP**   **BEING OPEN and HONEST**   **OUR PEOPLE**



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.