

## JOB SUMMARY

<b>Post Title</b>	<b>Housing Finance &amp; Admin Officer</b>						
<b>Job Family</b>	Service Delivery	<b>Pay Range</b>	06	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	SD06
<b>Service Area</b>	Housing Needs						
<b>Line Manager</b>	Senior Housing Officer – Housing Solutions						
<b>Location</b>	County Hall						

<b>Job Purpose</b>			
<p>To provide administration to the Housing Solutions Team to support delivery of the council's statutory duties to prevent homelessness or accommodate persons who are homeless, which includes but is not limited to private rented accommodation schemes and the use of other temporary accommodation initiatives.</p>			
<b>Job Context</b>			
<ul style="list-style-type: none"> <li>• To ensure the accurate processing of creditor and debtor accounts.</li> <li>• To maintain and update databases, ensuring all relevant documentation is handled in compliance with the organisation's Data Protection and Data Retention procedures.</li> <li>• To liaise with Customer Accounts, Housing Benefit, Universal Credit, Councils Legal department and clients to maximise income collection for all types of accommodation.</li> <li>• Communicate with tenants, landlord and Deposit Protection Agencies to maximise the return of monies loaned.</li> <li>• To ensure the regular update of multiple databases for expiry of leases, gas certificates, deposits paid, rent loaned, debts billed etc.</li> <li>• Use multiple IT systems to perform financial processes to record, report on and analyse data.</li> <li>• To undertake any other relevant duties that contributes to the overall aims of the service commensurate with your grade.</li> </ul>			
<b>Knowledge, Skills and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Reliable, responsible.	Good time management and ability to plan workload, and to work quickly and accurately.	<b>E</b>	
Self-motivated with the ability to work to targets / deadlines.	Able to demonstrate self-motivating qualities.	<b>E</b>	
Awareness and understanding of the customer's / businesses' needs.	Has an awareness of the issues that can lead to homelessness and is able to demonstrate compassion and empathy.		<b>D</b>
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	Experience of dealing with financial processes and using spreadsheets.	<b>E</b>	

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	Has experience of working in an office environment and has working experience of giving advice, information and guidance.		<b>D</b>
	Has knowledge of other partner agencies such as Housing Benefit, DWP, support providers, Law Centre, registered providers, social care and health services.		<b>D</b>
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	Good verbal and written communication skills, is able to work under own initiative, team player.	<b>E</b>	
Ability to explain technical / legislative information with clarity and patience.	Has an awareness of welfare benefits and tenancy management.		<b>D</b>
Ability to follow routines, carry out set plans, record and monitor information accurately.		<b>E</b>	
Practical knowledge of ICT systems.	Experience in standard Microsoft Office applications such as Word, Outlook and Excel.  Experience of using IT systems and databases.	<b>E</b>	
Able to maintain accurate records as and when required.	The post holder will need to have a good understanding of roles undertaken by colleagues in the service area, the range of interventions provided.	<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
GCSE level qualifications or equivalent experience	Maths and English GCSE C and above or equivalent qualification	<b>E</b>	
May require relevant certifications including evidence of fluency in English language.		<b>E</b>	
<b>Other Requirements</b>			
Must be able to work occasional evenings/weekends			