



**WOKINGHAM
BOROUGH COUNCIL**

Job Description

Job Reference

Job Title	Housing Business Support Officer		
Service	Place and Growth	Team	Housing Management and refugee Services
Location	Shute End/remote working hybrid		
Reports to	Resident Access and Support Manager		
Responsible for	None managed		
Grade	Type of position:		Date
4	Permanent full-time		

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Service Purpose

Strategic and operational management of housing management (including tenancy management, neighbourhood management, tenancy support, supported housing management) and refugee services, as well as support services for all housing functions.

Purpose of the role

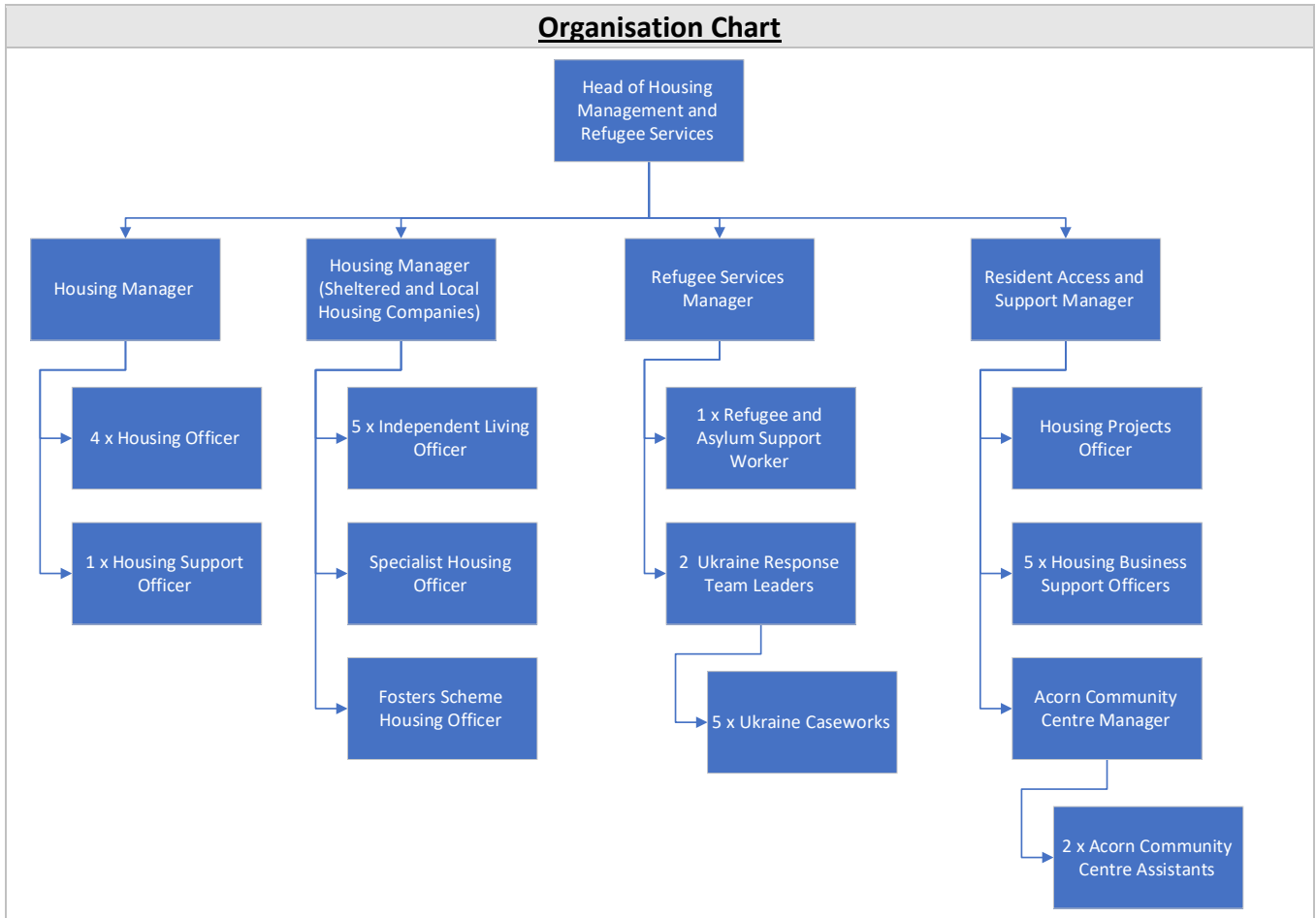
To provide a responsive service to customers, residents and other users of Council services achieving a smooth and consistent customer journey delivered as locally and as close to the first point of contact as possible. To support residents to self-serve. To provide administrative and project support to housing teams.

Main Accountabilities

1	To provide a responsive telephone service to customers, residents and other users of Council services achieving a smooth and consistent customer journey delivered as locally and as close to the first point of contact as possible.
2	Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.
3	Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
4	Manage non-complex customer issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.
5	To refer complex issues to specialists or signpost residents to relevant advice and support.
6	To provide administrative support to housing teams, covering for example, but not exclusively:

	<ul style="list-style-type: none"> • Right to Buy administration • One off projects to secure refugee grants • Setting up rent accounts • Setting up temporary accommodation accounts • Housing waiting list and temporary accommodation records • Setting up rent accounts • Support to asset management teams • Maintaining decent homes and similar property records • Maintaining lists of residents who may pose a risk to staff or others according to strict procedures • Help with Business World Objects, NEC and similar support IT systems • Monitoring generic email boxes.
7	To support the administration of meetings, including meetings with residents, and occasional minute-taking.
8	To provide support to projects in the housing teams.
Supervision Received	The Head of Resident Access and Support will provide regular supervision and, with support from the Housing Project Officer in the team, ensure broad areas of work responsibility are allocated fairly.
Supervision Given	None
Contacts & Working Relationships	All housing teams, corporate colleagues in customer facing services
Management of resources or budget	No budget management
Special Factors	N/A

Organisation Chart



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
	Good standard of education, including excellent literacy and numeracy skills	
Technical Skills.	Essential	Desirable
	Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel Good written and verbal communication skills Ability to actively listen in order to extract and assess the important information	
Knowledge	Essential	Desirable
		Basic working knowledge of housing policies and processes
Experience	Essential	Desirable
	Relevant work experience	Experience of providing excellent customer service Experience of working in an office
Other	Essential	Desirable
	Commitment to the aims and values of a social housing service	

Completed by:

Sean McLaughlin

Date: July 2023