Home Ownership Assistant
£19,430 - £24,964
Mole Street Offices, Sparkbrook
Working 36.5 hours per week

In this exciting opportunity, you will contribute to the provision of a professional and effective Home Ownership Service. The focus of role will be delivering a complex administrative service in line with statutory and corporate timescales.

This is a challenging and demanding environment. You must be able to work as part of a team, calmly and cooperatively, communicating clearly and effectively with a range of stakeholders within the organisation and external customers, specifically housing tenants and leaseholders. You must be flexible as you will be asked to juggle a number of complex tasks to ensure that service standards are met.

You must be able to handle sensitive and confidential information appropriately and be committed to excellent customer care.

For informal enquiries please contact the following:
Karen Nicholls – 0121 303 2147 option 4
Naseeba Mody – 0121 303 2147 option 4
Katrina Banner – 0121 303 2147 option 4

Ref: PL2212017

Closing date: 3 October 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
JOB TITLE: Home Ownership Assistant
GRADE: GR3
SECTION: Home Ownership
DIVISION: Place

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE

To assist in providing a comprehensive customer focused home ownership service to tenants and leaseholders. This will include essential support in managing the information systems, assisting in dealing with customer enquiries.

2.0 DUTIES AND RESPONSIBILITIES

2.1 To assist and complete tasks in all aspects of the home ownership service working on a geographical basis, while flexibly supporting colleagues to ensure service standards are met

2.2 To assist in the implementation of the council’s policies and procedures

2.3 Dealing with correspondence, interviewing customers, answering telephone enquiries from members of the public, other service areas and legal representatives as appropriate

2.4 To assist Home Ownership Officers in visiting customers in their own homes and attending residents meetings

2.5 To assist at the Leasehold Liaison Board meetings, taking minutes as required

2.6 Use of the BCC’s computer systems including the input, interrogation, validation and amendment of data

2.7 To analyse customer accounts and relay this information to customers and their agents/representatives

2.8 To assist in the process of progressing and responding to queries relating to service charges, ground rent accounts and arrears collection, major works invoices, major works arrears and right to buy applications

2.9 To liaise with other service areas regarding repairs, property records, estate management,
etc to resolve queries

2.10 To liaise with solicitors, mortgage lenders and other agencies with regards to sales information

To assist in the Section 20 consultation process including liaison with Repairs teams, to ensure documentation is prepared appropriately (Notice of Intention, Notification of Estimates, Notification of Award of Contract). Also to ensure that major works invoices are issued in a timely manner.

Development

2.11 Assist in the introduction of new technology.

2.12 Assistant in the development of new policies and procedures in relation to the work of the service.

Liaison

2.13 Maintain and develop appropriate links with other Departments, Statutory and Voluntary bodies on matters relating to the work of the section.

2.14 Assist at Leasehold Liaison Board Meetings.

Decisions Made

2.15 Decisions relating to the functions for which you are responsible.

2.16 Making recommendations to the Home Ownership Officer and other members of the Home Ownership Team regarding service improvements and other work related issues.

Creative Work

2.17 Assist in the preparation and presentation of reports and management information

2.18 Create and maintain statistical information and effective office systems

2.19 Answer correspondence, queries and calls on all aspects of work

2.20 Use of computer systems

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED
3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Home Ownership Officer and Home Ownership & Sales Manager

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Day to day supervision, advice guidance, direction & control
2. Left to work within established guidelines subject to scrutiny by supervisor.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

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<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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<td>None</td>
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*Use 1, 2 or 3 as in 3.2

5.0 SPECIAL CONDITIONS

5.1 Required to help identify your training needs and, in partnership with your Manager, develop a training programme to enable you to meet those needs, in line with the objectives of the organisation.

5.2 Required to work flexibly within the Home Ownership team as required.

5.3 Any other duties commensurate with this level and post.

5.4 Responsible for a number of inter-related work areas and required to effectively prioritise between conflicting demands and to provide customer focussed service.

5.5 An awareness of the City’s Financial Regulations and Departmental policies and procedures.

5.6 Knowledge of and the ability to interpret the legislation relating to leaseholders.
Place Directorate

Person Specification

Post: Home Ownership Assistant  Grade: GR3
Division: Finance  Section: Home Ownership

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tr>
<td>Education/Qualifications</td>
<td>Good standard of English and Mathematics</td>
<td>C, AF, T &amp; I</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<td>Experience (Relevant work and other experience)</td>
<td>Experience of working in a team and an understanding of the needs of teamwork. Experience of working with customers, dealing sensitively with customer concerns, investigating and effectively resolving their queries.</td>
<td>AF &amp; I</td>
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<td>Skills &amp; Ability e.g. written communication skills, dealing with the public etc.</td>
<td>Effective office administration skills, including managing diaries, dealing with correspondence, maintaining up to date files and using general office equipment. The ability to create, inspect, amend and interrogate data on a computer system. The ability to create and maintain office systems. The ability to interpret records and translate information in a way that meets customer needs. The ability to communicate effectively in writing and verbally. Ability to work on own initiative and prioritise between conflicting demands. Excellent customer service skills. An understanding of the BCC’s values and how they can be used to improve Home Ownership services.</td>
<td>AF &amp; I</td>
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<td>Training</td>
<td>Training will be provided for specific tasks and processes and home ownership legislation. Willingness to attend other training as necessary.</td>
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<td>Other</td>
<td>Prepared to work flexibly, to best meet the needs of the service and individual service users.</td>
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<td>Ability and willingness to attend meetings at various locations, to include occasional attendance at evening meetings.</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.