

Housing Commissioning Support

Officer

JE Code: JE2559



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Housing Delivery |
| **Reports To:** | Team Leader Strategy & Commissioning  |
| **Job Family:** | Business Administration |
| **Grade:** | E |
| **Political Restricted:****DBS Required:** | NN |
| **Date:** | October 2023 |

**Key Deliverables**

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| **1.** | To support the Team Leader Strategy & Commissioning with the successful delivery of Acquisition Programmes and other regeneration or urgent buybacks. This will involve liaison with internal colleagues, internal and external solicitors and other agents and will include the payment of appropriate statutory payments as required.  |
| **2.** | To support the Team Leader Strategy & Commissioning and the Enabling & Partnership Officer to nurture partnerships with key strategic partners in order to promote, provide and grow affordable homes. |
| **3.** | To be accountable for the effective administration account set up and all types of payments for service charges and acquisitions. Responsible for keeping the project tracking documents up to date, keeping a record of all acquisition costs and ongoing void repair charges. Work with the Team Leader Strategy & Commissioning to monitor spend and support in developing annual budgets for service charge. Support wider Housing colleagues managing any ad hoc or urgent tenant direct payments for home loss. |
| **4.** | To monitor the delivery of all affordable housing across MK, from planning approval to handover, ensuring Affordable Housing obligations are met, reviewing rent levels and liaising with Allocations colleagues to give prior notification of upcoming properties requiring nominations. |
| **5.** | To oversee and action the payment and administration of all service charges, ground rents and ad hoc charges for all the Council’s leasehold properties whilst overseeing the management and communication regarding these properties from management companies and freehold landlords. This will include monitoring that they meet fire regulations and required inspections and works are completed liaising with Housing H&S where problems arise. |
| **6.** | To act as the central communication point for the service receiving FOIs & SARs for the Housing teams in Property & Environment Directorate, and deal with the main Housing enquiries inbox. To manage the lone worker devices and the device portal for approximately 85 staff in Housing services. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Knowledge of government legislation, law and policy with regards to Affordable Housing. |
| **2.** | Level 4 Business Administration qualification or equivalent relevant experience. |
| **3.** | Excellent verbal and written communication with expertise in taking complex minutes, data analysis and presentation. |
| **4.** | Excellent IT skills, with demonstrable high level of competence in data analysis and presentation, Excel, Word, PowerPoint and ability to quickly and confidently learn and utilise a variety of different IT systems and databases. |
| **5.** | Ability to independently identify and implement solutions, including the ability to conduct complex and extensive research and assemble information in an accessible way to a variety of audiences. Experience of maintaining and promoting web pages or similar. |



Job Family

Business Administration

Grade E

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### Role characteristics

At this level job holders use their extensive knowledge of the policy and procedural frameworks of their specialist area to make day to day decisions and offer authoritative advice to others, often when such decisions and advice is unwelcome. Generally supervising others, they will take responsibility for team outputs, planning accordingly.

### The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area.

Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

### Thinking, planning and communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other Council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision making and innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the post holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

### Areas of responsibility

The work carried out by the post holder directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will have supervisory responsibility over colleagues, volunteers or external contractors, and will be accountable for the quality and timeliness of teamwork outputs.

Roles will have direct financial responsibilities, but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will, however, be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related