Role profile

**Allocations Assistant**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adults – Housing Allocations |
| **Reports to** | Team Leader – Housing Allocations |
| **Job family** | Business Administration  |
| **Grade**  | D |
| **Political restricted?** | N |
| **DBS required?** | Y – basic  |
| **Date**  | November 2022 |
| **JE Code** | JE1710 |

Key deliverables

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| **1** | To act as an initial point of contact for Allocations Services, providing effective and efficient business support. Responding to immediate demands and identifying when matters need to be referred to the Allocations team and organising work streams Working flexibly and understanding where Allocations Support processes fit within legislation to meet statutory obligations and timescales as well as delivering excellent customer service in the delivery of Council’s objectives. |
| **2** | To organise and collate sensitive, complex confidential information, compiling data and information to ensure accurate records are maintained. Acting with politeness and discretion when managing all contacts and communications, from a wide range of stakeholders including councillors, colleagues, partner agencies, tenants, and members of the public. |
| **3** | To work flexibly to support the Allocations team and taking on tasks and responsibilities as required to meet service need. This will include giving comprehensive advice and assistance to people to access appropriate services, including housing advice, moving home, downsizing and guidance to applicants and customers so as to enable access to, and the understanding of the MKC housing register and associated policies and procedures. |
| **4** | To undertake administrative tasks including managing service contacts through a variety of routes, maintaining spreadsheets, arranging appointments, updating electronic information systems, processing freedom of information enquiries, preparing case files, compiling, and distributing information, completing financial tasks, administering of the Exceptional Decision Panel and Downsizing payments applications, responding to queries and any other delegated or required tasks or duties. Ensuring these tasks are completed to a consistently high standard within the agreed timescale whilst maintaining strict confidentiality. |
| **5** | Assist in the preparation and organisation of meetings including room bookings, minute and note taking. The provision of statistical reports and the assignment of online work to Allocations Officers. Acting as the Void Liaison at meetings and ensuring Northgate, associated systems and paperwork is updated and maintained. |
| **6** | Work collaboratively with the Customer Contact Centre to screen and triage all incoming calls and work relating to Allocations, using experience and knowledge to resolve issues as first point of contact wherever possible or referring complex cases to the relevant officer. |

*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 city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Level 3 Business Administration qualification or equivalent relevant experience. Minimum 1 years’ experience of administrative support, including experience of working within complex, fast paced environments. |
| **2** | Excellent verbal and written communication skills which incorporate ability to take complex minutes, report writing and data analysis and presentation with the ability to adapt personal skills and approach to different situations, often dealing with sensitive and confidential issues. |
| **3** | Excellent IT skills, with demonstrable competence in data analysis and presentation, excel, word, Power Point and ability to quickly and confidently learn and utilise a variety of different IT systems. |
| **4** | Ability to lead change and work with others to facilitate changes whilst finding ways of supporting others to find solutions to problems. Able to conduct research and assemble information in a comprehensive format. |
| **5** | An understanding of the Equality & Diversity, Health & Safety and other general legislation(s) and policies relevant to the role. |
| **6** | Ability to exercise sound judgement to prioritise and manage workload appropriately. |

Job family

**Business Administration (Grade D)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city 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
 | **Manager 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 city 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 posts carry out complex administrative tasks in accordance with established guidelines and operating instructions. Job holders will plan to maximise efficiency and will be expected to deal with a range of administrative issues independently, including matters which may see them deal directly with those negatively affected by their decisions.

**The knowledge and skills required**

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping 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 city 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 job 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 job holders directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Other than assisting with the induction and orientation of new team members, job holders will not have managerial or supervisory responsibilities over other employees.

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 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.

Job 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 behaviour.