

 <b>Copeland Borough Council</b>  <b>JOB PROFILE</b>	<b>Job Title</b>	<b>Administration Support Officer</b>
	<b>Job Family</b>	<b>Technical Support Officer</b>
	<b>Salary Grade</b>	Scale 2/3
	<b>Directorate</b>	<b>Development</b>
	<b>Service Unit</b>	<b>Development Strategy</b>
	<b>Department</b>	<b>HOUSING</b>
	<b>Ref No</b>	<b>008 REG Administrative Support Officer Housing</b>
	<b>Date</b>	<b>March08</b>

**1. MAIN PURPOSE**

To provide administrative support to the Housing Service

**2. POSITION IN ORGANISATION**

**Responsible to:** *Housing Services Manager*

**Employees responsible for:** None

**Context:** The postholder will be part of a small team providing administrative and technical support to the Housing Service

**3. EMPLOYMENT BASE**                      The Copeland Centre, Catherine Street, Whitehaven

**4. BUDGET RESPONSIBILITIES**    No budget responsibilities but post involves handling payment of Housing Grant fees and related charges.

**5. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES**

1. To actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working.
2. To be involved, as appropriate, in the event of emergency situations occurring within the Borough.  
To undertake accurate and efficient administrative duties associated with the full range of Housing functions including:
  - Monitoring of Grant aided work
  - Preparation of Committee reports
  - Preparation and issuing of decision letters
  - Preparation of weekly lists of applications received
  - Using electronic and/or paper formats as appropriate
3. Provide first point of contact with members of the public and other service users on housing grant enquiries by telephone, electronically and face to face at the reception desk
4. Provision of general clerical support, including copy typing; issuing payment receipts and the photocopying/printing/scanning of documents.
5. To undertake training as deemed appropriate to the post
6. To undertake any other administrative/clerical duties as required by the Housing Services Manager. This may include provision of cover in other sections within the Directorate.

## 6. CONTACTS

Internal: Primarily with colleagues within the Development Directorate but also across other business units by telephone, electronically or face to face contact.

External: Wide ranging contact with applicants, agents, Parish Councils, statutory consultees and the general public by telephone, electronically or face to face contact.

## 7. SPECIAL FEATURES

## 8. PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Education and Qualifications</b>	4 GCSE's including maths and English at grade C or	RSA Word-processing/keyboard or

	above	equivalent. European Computer Driving Licence
Knowledge and experience	Experience of working in an office environment	Previous experience in Housing office
<b>Job related skills</b>	Computer literate Good interpersonal /communication skills Team worker	Map reading skills

\*\* the requirements stated as essential should form the basis for the Shortlisting exercise

### Personal Competencies

<b>1. Health and Safety</b>  <b>Core competence</b>	<ul style="list-style-type: none"> <li>• Complies with the Council's health and safety policies</li> <li>• Takes care of own health and safety and that of others</li> <li>• Challenges unsafe practices or behaviours</li> </ul>
<b>2. Equality and Diversity</b>  <b>Core competence</b>	<ul style="list-style-type: none"> <li>• Is aware of and acts in accordance with the Council's equal opportunities policy</li> <li>• Avoids language, actions and behaviours which may be considered discriminatory or cause offence or discomfort</li> <li>• Challenges discriminatory practices or behaviours</li> <li>• Respects diversity by listening to and being positive about alternative contributions</li> </ul>
<b>3. Team working</b>	<ul style="list-style-type: none"> <li>• Is tactful, patient and courteous with all team members</li> <li>• Supports and helps others when necessary</li> <li>• Is actively involved and committed to achievement of team objectives</li> </ul>
<b>4. Communication</b>	<ul style="list-style-type: none"> <li>• Communicates clearly and with confidence</li> <li>• Listens actively, asks questions, clarifies points and checks understanding</li> <li>• Presents information in a way that promotes understanding</li> <li>• Observes confidentiality</li> </ul>

<b>5. Delivering Results</b>	<ul style="list-style-type: none"> <li>• Organises own workload to meet deadlines and objectives</li> <li>• Delivers results to cost, time and quality</li> <li>• Knows when and where to seek additional information and advice</li> <li>• Uses a structured, logical and planful approach</li> </ul>
<b>6. Customer focus</b>	<ul style="list-style-type: none"> <li>• Is aware of and adheres to Copeland's customer care policy</li> <li>• Understands who are the internal and external customers</li> <li>• Makes every effort to find out customer needs</li> <li>• Promotes a professional image of self, department and Council, demonstrating an impartial approach</li> </ul>
<b>7. Self management and development</b>	<ul style="list-style-type: none"> <li>• Keeps relevant knowledge and expertise up to date</li> <li>• Is not afraid to admit to mistakes or lack of knowledge</li> <li>• Has a positive and resilient approach</li> <li>• Is conscientious and committed to see tasks through</li> <li>• Does not give up despite setbacks</li> <li>• Pays attention to self development</li> <li>• Welcomes and acts on personal feedback</li> </ul>
<b>8. Handling Information</b>	<ul style="list-style-type: none"> <li>• Compiles clear and accurate information</li> <li>• Keeps records up to date</li> <li>• Maintains confidentiality</li> <li>• Uses IT effectively</li> </ul>
<b>9. Behaving ethically</b>	<ul style="list-style-type: none"> <li>• Knows and complies with relevant rules and legislation</li> <li>• Is open, yet diplomatic, with others</li> <li>• Demonstrates integrity and fairness</li> </ul>