

Job Description

JOB TITLE:	Leasehold Support Officer
GRADE:	Scale 6
POST NUMBER:	
DIRECTORATE:	Housing Regeneration
SERVICE:	Leasehold
RESPONSIBLE TO :	Team Leader
RESPONSIBLE FOR:	None
	<p>This post does not require a DBS check</p> <p>This post is not politically restricted</p>
JOB SUMMARY:	To provide a comprehensive support service within the Leasehold Services covering the full range of administration support activity and providing an efficient and effective Leasehold transactional service. To work with colleagues in the team to deliver excellent customer service and to continually improve service delivery. To help process and monitor a range of service activity.
ROLE REQUIREMENTS:	
1.	To distribute incoming correspondence, in accordance with procedures.
2.	To handle a range of internal and external enquiries in a polite and professional manner and referring to the appropriate officer as required.
3.	To provide support to senior staff on a planned or ad-hoc basis.
4.	To arrange service meetings, book and prepare rooms, prepare and circulate agendas and papers, provide and circulate minutes and monitor follow up actions as necessary.
5.	Demonstrate use of systems and processes to other service members and provide assistance with using them.
6.	To attend meetings outside normal office hours as and when required.
7.	Monitor progress of work processes. This includes creating basic reports and highlighting issues to the Team Leader.

8.	Maintain a library of reference documents for use by Leasehold Services.
9.	Act as a point of contact within the service area for IT issues. Arranging IT systems access for staff and contractors.
10.	
CORPORATE RESPONSIBILITIES	
11.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
12.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
13.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
14.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
15.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
16.	To comply with measures to protect the confidentiality of information in accordance with London Borough of Tower Hamlets policies and procedures, including the duties outlined by the Data Protection Act.
PEOPLE	
17.	Meet the diverse needs of residents and staff, and promote equality in the workplace and wider community.
18.	To produce statutory legal documentation (e.g. Section 125 Notices) and get them checked by a senior member of staff
19.	Demonstrate use of systems and processes to other service members and provide assistance with using them.
FINANCE	
20.	To be responsible for the administration of Leasehold Services credit cards and travel cards and ensure that their use falls within London Borough of Tower Hamlets guidelines.
21.	To compile and process information regarding revenue accounts.

SERVICE	
22.	To contribute towards achieving the Service's performance targets.
23.	Carry out other reasonable ad hoc duties to support the Service, which are commensurate with the expectation of the post as directed by the line manager or the Head of Service.
PERFORMANCE	
24.	
25.	To set up and maintain file management systems, including archiving, storing and retrieving documents.
26.	Respond to telephone enquiries securing the best service and outcomes for customers.
27.	To raise orders and pay invoices on behalf of the service as and when required.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Health & Safety

The postholder is required to comply with all Health & Safety at work policies, procedures and guidelines, which form part of this job description. The postholder must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their line manager or other manager.

Person Specification

Each of the criteria listed will be assessed as follows:

A = Application I = Interview

Competency	Overall Definition at Staff Level	Assessment Method
Customer Excellence	Provides excellent customer service in a respectful and timely manner. Treating internal customers and external customers as individuals, seeking to understand their needs, communicating effectively with customers in a way which suits them and keeping customers informed.	A/I
Working Together for Excellence	Co-operates with others, respects we must work together for the benefit of London Borough of Tower Hamlets overall and to contribute to the work of others to create a positive working environment. Influencing and negotiating with colleagues to deliver better services.	A/I
Planning and Prioritising for Excellence	Is clear on what is needed to do job effectively. Plans workload, prioritising time and activities. Thinks about the impact of their work on others and considers who else may need to be involved. Makes the best use of the resources available to deliver the results required.	A/I
Delivering for Excellence	Has high personal standards and takes responsibility and ownership of the decisions they make. Tries to thoroughly understand problems and situations by asking questions, making use of technical knowledge and skills, and providing solutions that work for customers and London Borough of Tower Hamlets.	A/I
Striving for Excellence	Keeps up to date with change, getting involved when they can and learning lessons from past situations to improve how, they and others can deliver excellent services. Keeps knowledge up-to-date and develops skills to do the job better.	A/I

Attribute	Requirements	Assessment Method
Education and Experience	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Administrative experience • Experience of working to deadlines • Experience of working in a customer-facing role <p>Desirable Criteria</p> <ul style="list-style-type: none"> • GCSE/O Level or equivalent level of education • A to C grade in English and Maths GCSE/O level • Experience of using IT and filing systems in an organisation 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A</p>
Knowledge	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Knowledge and understanding of diverse needs of residents and staff • Knowledge of MS Office applications –basic • Good knowledge of English grammar and spelling <p>Desirable Criteria</p> <ul style="list-style-type: none"> • Knowledge of Microsoft Word and Excel - intermediate • Knowledge of social housing sector 	<p>A/I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A</p>
Skills and Abilities	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Ability to work as part of a team • Ability to use MS Office applications • Good oral and written communication skills • Good customer focus skills • Ability to identify important information e.g meeting action points • Attention to detail • Ability to prioritise own workload <p>Desirable Criteria</p> <ul style="list-style-type: none"> • A good level of typing speed 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p>

Additional Requirements	Work flexibly to undertake role to meet the needs of the service e.g. working at different locations	A/I
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