

London Borough of Tower Hamlets Job description

JOB TITLE:	Assistant Procurement Officer
GRADE:	G
POST NUMBER:	(G013000345)
DIRECTORATE:	Place
SERVICE:	Housing Options Service, Housing Management & Procurement
RESPONSIBLE TO:	Principal Accommodation Procurement Office
RESPONSIBLE FOR:	N/A
	DBS Basic / Enhanced check not required This post is not politically restricted
JOB SUMMARY:	<p>To assist with the procurement of accommodation for Housing Options customers</p> <p>To establish and maintain regular contact with landlords and managing agents to maintain the supply of accommodation to the Housing Options service</p> <p>To maintain the register of property available for Housing Options, liaising with relevant sections as necessary to ensure such properties are let quickly and efficiently, bring any concerns to the attention of the relevant Team Manager(s)</p> <p>To ensure that all paperwork required to accept landlords, managing agents and individual properties is provided, and correctly stored; conducting necessary checks in accordance with established procedures and procurement protocols as directed</p>
ROLE REQUIREMENTS:	
1.	To develop good working relationships with accommodation providers, establishing regular contact to

	help maintain the supply of accommodation to the Housing Options Service
2.	To ensure all available properties are forwarded to the relevant teams in a timely manner, liaising with colleagues to ensure efficient letting of the same
3.	To undertake all necessary checks associated with the registering of landlords and Managing Agents and procurement of individual properties, in accordance with corporate and departmental procedures, ensuring that all records are correctly retained
4.	Process year end service charges and council tax charges for properties being managed by the Housing Options Service. Collating information, updating monitoring systems and providing reports as and when required, ensuring compliance with the relevant legislation
5.	Assist with leaseholder insurance claims, ensuring that all claims are dealt with promptly and understanding the relevant legislation and procedure in relation to leaseholder insurance claims
6.	Assist with enquiries from the Finance Team and hotelier's/agents, other creditors, and debtors, monitoring any corrections and discrepancies so that all enquiries can be dealt with within agreed timescales. This includes but is not limited to checking and verifying landlord reserve and void period invoices
7.	Create property records on Northgate, ensuring that all elements and landlord details are set up correctly so that payment can be made
8.	Ensure compliance with standards and performance indicators relating to the administrative and process functions.
9.	To be proficient in the use of Word and Excel software and develop use and knowledge of the council's computer

	network system (for example, Civica, Abrisas, Northgate – Allocations, Benefits, Rents, Housing Advice – and CDP)
10.	To ensure that all enquiries and cases are progressed speedily and efficiently and that all set targets and performance indicators are met
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.	Assist with induction programmes and training of new staff
17.	Assist with induction and training of interns/apprentices. This includes but it not limited to, work allocation and housing keeping such as timesheet signoff and sickness management.
PEOPLE	
18.	Maintain contact with other agencies and stakeholders, answering enquiries as and when required
19.	Assist with arranging external functions such as landlord forums and provide literature as required

20.	Follow up enquiries, both internal and external, from colleagues, service users and other agencies maintaining high standards of customer care and mindful of the General Data Protection Regulation
SERVICE	
21.	Produce management information and provide statistics and data as required
22.	To ensure excellent customer service standards are maintained for all relevant client groups and contribute to year on year improvement of those standards
PERFORMANCE	
23.	To assist in developing and amending procedures to ensure efficient service delivery
24.	To effectively communicate the Council's duties and policies to relevant stakeholders ensuring that all contact with stakeholders is fully recorded
25.	Ensure that service information is stored appropriately, public information is readily available and to comply with relevant data protection legislation and policy
26.	Monitor set annual KPI's to ensure service delivery

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.

London Borough of Tower Hamlets Job description

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>Knowledge of housing maintenance and standards, building regulations, relevant planning regulations and associated housing legislation including the Housing Act 2004</p> <p>Knowledge of a range of software packages including Word, Excel plus database and workflow packages</p> <p>Knowledge of Private Rented Sector housing market</p>	<p>D</p> <p>E</p> <p>D</p>	<p>A/T/I</p> <p>A/T/I</p> <p>A/I</p>
Qualifications & Experience	<p>Good standards of literacy and numeracy, capable of producing correspondence, reports, and information for a variety of audiences.</p> <p>Experience of property management</p> <p>Experience of operating office and information systems.</p> <p>Experience of working with the public.</p> <p>Experience of working with databases.</p> <p>Excellent standards of literacy and numeracy, capable of producing</p>	<p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>	<p>A/T</p> <p>A/I</p> <p>A/T/I</p> <p>A/I</p> <p>A/I</p> <p>A/T</p>

London Borough of Tower Hamlets Job description

	correspondence, reports, and information for a variety of audiences		
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Seeks opportunities to build positive relationships with people from other teams and partners. Builds networks with key teams they work with, to ensure they achieve the best outcomes.	E E	A/I A/I
We are OPEN and transparent	Checks understanding, they are understood by others and explains jargon where needed. Seeks to develop own resilience to manage change, seeking support where necessary.	D D	I I
We are WILLING to challenge, innovate and be accountable	Takes accountability for delivering own work, setting challenging goals for self. Seeks to learn from, both failures and successes, to improve how they do things where required.	E E	A/T/I I
We empower each other to be EXCELLENT	Understands the organisations direction of travel and actively	D	I

London Borough of Tower Hamlets Job description

and go the extra mile	<p>supports that in their work and interactions.</p> <p>Takes the initiative to improve outcomes because they can explain the difference they have made.</p>	D	I
We RESPECT all communities, they are the heart of everything we do	<p>Shares customer feedback as appropriate to improve the customer experience.</p> <p>Takes ownership of more complex issues, whilst keeping the customer informed.</p>	D E	I T/I
Additional Requirements	<p>Ability to travel within and outside of the borough to attend meetings as and when required</p> <p>Must hold a full driving licence and have a car available for work</p>	D D	