

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Housing Policy and Performance Support Officer	Grade: PO1
Section: Policy and Performance	Directorate: Housing and Regeneration
Responsible to following manager: Head of Housing Policy and Performance	Responsible for following staff: Not applicable
Post Number/s:	Last review date: August 2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Managed by the Head of Policy and Performance. Takes a lead role in data collection, initial analysis and reporting and maintains and updates information held on systems as required. Assists the Policy and Performance Team in the development of plans, policies and strategies.

Supports the Policy and Performance Team in promoting partnership and integrated working, working across the Council and with external stakeholders as required. Provides support to ensure that the Department's safeguarding responsibilities are met.

Specific Duties and Responsibilities

1. For performance and monitoring purposes collates and orders activity data and provides initial analysis. This includes identifying trends and providing comparative presentations of information collected.
2. Ensures definitional, methodological, data quality and numeric accuracy of data collated and reported. As directed works with departmental services to maintain and as required revise departmental performance indicators including KPIs and service specific subsets.
3. Co-ordinates and/or contributes (as appropriate) to the submission of housing activity forms and other statistical returns.
4. Collates and presents departmental equalities data to the Housing Equalities Working Group, contributing to actions to address any issues identified as required.
5. Maintains and updates filing, system information and databases. Retrieves information from computerised records for quantitative and qualitative research to inform housing delivery, policy and housing development activities.
6. Assists with the review, development and delivery of the Departmental business plan and other related action plans and progress reports as required. Provides project support to the Policy and Performance Team in the development of housing strategies and related policies.
7. Involved in arranging consultative exercises to maximise engagement to inform service delivery and policy development. This will include arranging on-line consultation and ensuring resident and stakeholder views are identified and recorded.
8. Leads on and keeps up to date the webpages that the Housing Strategy, Compliance and Enablement section is responsible for.
9. Supports the team in promoting partnership and integrated working with other Council departments and external bodies that may include, with support, taking a lead on some projects. Arranges meetings and as required clerks meetings.
10. Provides support to ensure that the Departments safeguarding responsibilities are met. This will include responding to requests for information relating to safeguarding children referrals and maintaining departmental databases of referrals and alerts.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

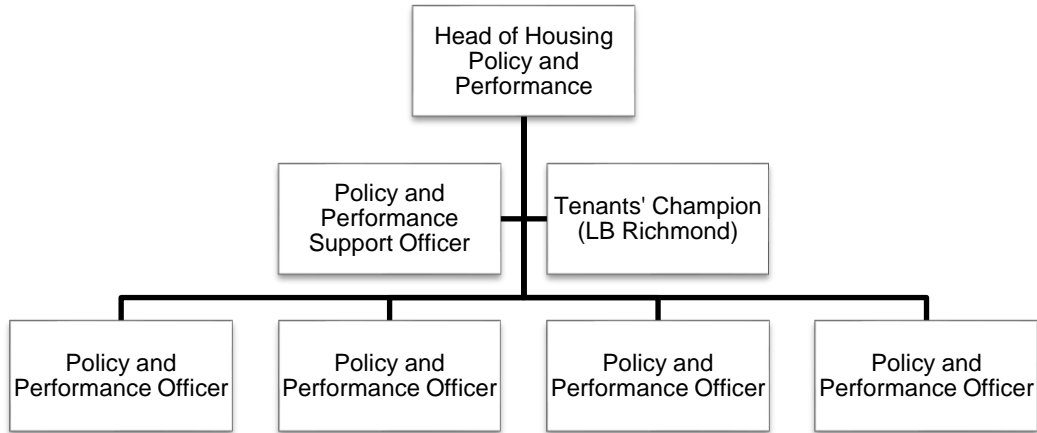
Additional Information

11. The post is managed by the Head of Policy and Performance with the work programme and areas of responsibility agreed with this Manager and as required the Assistant Director (Strategy, Compliance and Enablement).
12. To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.

Team structure

For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.



Person Specification

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Responsible to: Head of Policy and Performance	Responsible for: August 2024
Post Number/s:	Last Review Date:

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of both qualitative and quantitative research methods and ability to undertake research.	X		
A good understanding of housing statute and policy and how this is applied by councils in particular to provide housing services and assistance.	X		
A broad understanding/awareness of the range of services provided by local councils including adult social services and children's services.		X	
Experience	Essential	Desirable	Assessed
Experience of working in the social housing sector and/or local government or similar.		X	

Experience of working constructively as part of a team providing support to other services			
Skills	Essential	Desirable	Assessed
Excellent IT skills and ability to use standard IT packages (Microsoft Office and Outlook; Power BI an advantage).	X		
Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	X		
Able to analyse information, write briefing papers and produce presentations for a number of audiences.	X		
Ability to demonstrate a good understanding of customer care in relation to this post.		X	
Qualifications	Essential	Desirable	Assessed
Preferably educated to A level <u>or</u> equivalent by experience to undertake the requirements of this post.	X		

A – Application form / CV

I – Interview

T – Test

C - Certificate