

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: HIA Support Officer	Grade: SO1
Section: Home Improvement Agency	Directorate: Housing and Regeneration
Responsible to following manager: HIA Manager	Responsible for following staff:
Post Number/s:	Last review date: 2019

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

To provide a comprehensive support service to the HIA, who carry out adaptations to enable clients to live independently in their homes and community.

Specific Duties and Responsibilities

1. To have a detailed knowledge of the processes and work of the HIA to effectively deal with all initial enquires coming into the team and to collate and store all information required by the HIA to process grants and carry out adaptive works.

2. To have empathy with clients who are vulnerable because of a physical disability, age related mobility problems, learning difficulties and/or mental health problems and to deal with such enquires with sensitivity and understanding.
3. To be responsible for contacting clients, agencies and organisations to obtain information required by the HIA. This will include obtaining permission from landlords, clients and Housing Associations for work to proceed, dealing directly with solicitors in relation to land registry charges, Occupational Therapists, Contractors and sending out and collating customer satisfaction surveys.
4. To use Civica, Saffron, Integra and other IT systems and databases to store and retrieve client information, raise orders, process invoices for payments, raise invoices to external agencies and produce financial reports and statistics required by the team and/or Senior Finance Officers within the Council.
5. To work closely with Surveyors, Contractors and other Finance staff to resolve queries or disputes to enable prompt payment of invoices to meet corporate deadlines. This will include checking figures submitted against invoices received.
6. To be able to work unsupervised and use initiative to meet the changing demands of the team, by prioritising work appropriately. This would include prioritising payments and closing cases on Civica before the end of the financial year, carrying out audit checks before producing grant approval documents, collating and sending tender documents via secure email and preparing coldbuster grants for approval and payment.
7. To be responsible for placing orders for minor disability adaptations and equipment as requested by the Occupational Therapy Service and raise orders for repairs.
8. To ensure works undertaken by the contractors meets the OT specifications prior to payment being made.
9. To have the ability to prioritise urgent repairs, chase contractors and provide feedback to clients following complaints.
10. To produce reports on all repairs and minor adaptations, sensory impairment equipment, lifting and other specialist equipment and inform the Council's insurers of new lift installations and removals for insurance purposes.

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 Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

Team structure



Person Specification

Job Title: HIA Support Officer	Grade: SO1
Section: Home Improvement Agency	Directorate: Housing and Regeneration
Responsible to: HIA Manager	Responsible for: N/A
Post Number/s:	Last Review Date: June 2019

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/T/C (see below for explanation)
Knowledge	
Of work carried out by the Home Improvement Agencies	A/I
Financial/payment systems	A/I
Experience	
Of raising invoices and processing payments	A/I
Experience of working in a multi-disciplinary environment	A/I
Working under pressure to meet deadlines	A/I
Working with vulnerable clients and explaining processes to them.	
Skills	
Possess a keen eye for detail and ability to produce accurate work.	A/I
Excellent written and communication skills	A/I/T

Qualifications	

A – Application form / CV

I – Interview

T – Test

C - Certificate

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