

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Housing Policy & Performance Support Officer	Grade: PO1
Section: Policy and Performance	Directorate: Housing & Regeneration
Responsible to following manager: Head of Housing Policy and Performance	Responsible for following staff: Not applicable
Post Number/s:	Last review date: January 2018

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 Housing Policy and Performance. Takes a lead role in data collection, initial analysis and reporting and as required for the Department maintains and updates information held on systems. Involved in arranging consultative exercises.

Assists the Policy and Performance Team in the development of plans, policies and strategies. A particular focus on assisting with the review and development of the Departmental business plan.

Supports the Head of Housing Policy and Performance in promoting partnership and integrated working. Provides support to ensure that the Departments 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 sub sets.
3. Co-ordinates and/or contributes (as appropriate) to the submission of housing activity forms and other statistical returns.
4. 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.
5. 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.
6. 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.
7. Leads on and keeps up to date the webpages that the Strategy and Development Division is responsible for.
8. 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.
9. Provides support to ensure that the Departments safeguarding responsibilities are met including leading on undertaking audits. This will include maintaining Departmental databases of referrals and alerts.

Generic Duties and Responsibilities

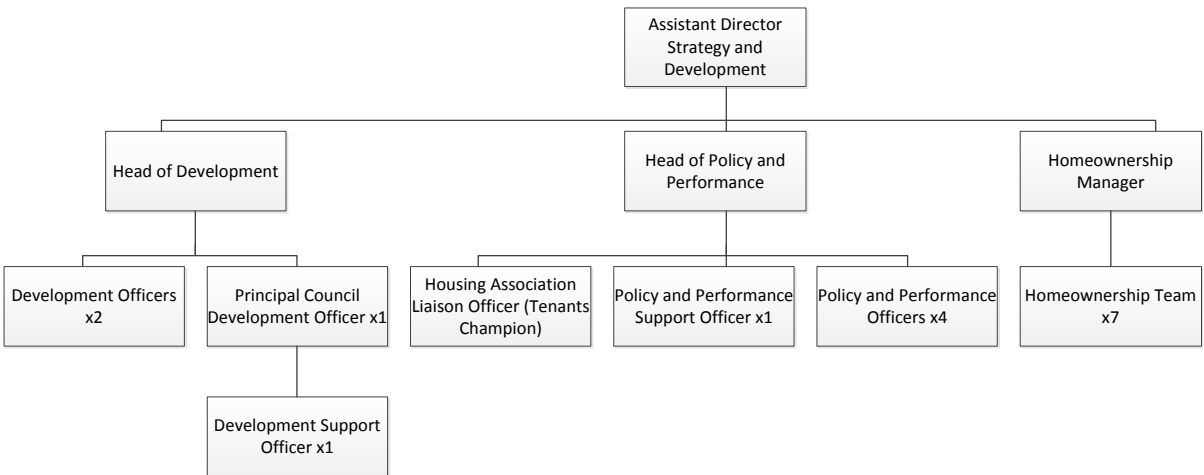
10. To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
11. To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.

- 12. 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.
- 13. 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.
- 14. To understand both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- 15. 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

- 16. The post is managed by the Head of Housing Policy and Performance with the work programme and areas of responsibility agreed with this Manager and as required the Assistant Director (Strategy and Development).
- 17. 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.

Current team structure



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Our Values and Behaviours¹

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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Knowledge of both qualitative and quantitative research methods & ability to undertake research	A&I
A good understanding of housing statute and policy and how this is applied by Councils in particular to provide housing services and assistance.	A&I
A broad understanding/awareness of the range of services provided by local councils including adult social services and children’s services.	A&I
Experience	
Experience of working in the social housing sector.	A
Able to analyse information and to write briefing papers for a number of audiences to a good standard.	A&T
Experience of working constructively as part of a team providing support to divisional and directorate services.	A&I
Ability to demonstrate a good understanding of customer care in relation to this post.	A&I
Skills	

¹ These values and behaviours will be developed further as the SSA becomes established.

Ability to organise and prioritise own workload, to work under pressure and meet deadlines.	A&I
Good IT skills and ability to use standard IT packages (Microsoft Office and Outlook). Some knowledge of database/housing management/services systems.	A&T
Ability to develop, maintain and review a range of different record systems with a particular focus on providing high quality performance and activity data.	A
Qualifications	
Preferably educated to A level <u>or</u> equivalent by experience to undertake the requirements of this post.	C

A – Application form

I – Interview

T – Test

C - Certificate