Cumberland Council

Post Specification

Date	**February 2025**
Post Group Number	**8504**
Post Title	**Technical Administrator - Homelessness**
Job Family	**Organisational Support**
Job Family Role Profile	**OS7**
Final Grade	**Grade 7**

To be read in conjunction with the job family role profile

Service Area description

Provide effective technical administration, grant and data support to the Homeless Prevention and Housing Services within the council, sited within Adult Social Care and Housing.

Purpose of this post

To provide a range of technical, administrative and office management support activities to the Homeless Prevention and Housing Services. Supporting and assisting in the delivery of high quality services with the day-to day functions, including collating data, reporting, scheduling and supporting the management team in monitoring performance aspects to ensure performance standards as well as supporting operational delivery functions. Acting as a multi-team resource and assisting colleagues with various tasks in a busy and fast paced statutory service area related to the delivery of statutory housing and homelessness duties.

The role will also support the head of service and wider management team in the operational, technical and data management related to externally grant funded projects relating to homelessness, domestic abuse and rough sleeping. Additionally, the post holder will be required to assist in the development and design of relevant housing advice and assistance information to be used within the services to support work planning and operational service delivery to vulnerable customers.

Key job specific accountabilities

1. Collate and maintain accurate records / data systems to assist in the co-ordination and preparation of data to meet work planning and externally grant funded project reporting requirements
2. Update, maintain and collate the Council's homelessness specific grants, payments and spends in line with procedures, keeping accurate records to support management reporting and audit requirements
3. Organise and co-ordinate the ordering of all supplies across the teams including scheduling of delivery, collection and maintenance activities (including refurbishments etc. for wider housing and accommodation schemes) through the use of key data systems to meet service needs across all areas of the Homeless Prevention and Housing Services
4. Administer, check for accuracy and maintain a range of data recording within information management systems and resources on behalf of the teams; providing management information reports as requested and embedding information governance practice in line with council policy
5. Liaise with partners, provders and colleagues to facilitate the delivery, collection and maintenance of equipment and essential supplies including furniture and safety items to promote target hardening measures etc.

6. Support the team in assisting with planning and scheduling tasks and projects against required statutory and grant funding timescales
7. Co-ordinate and administer new information, data, or reports as required by the service whilst working to tight deadlines and timescales; note this includes gathering prescribed countywide performance data collation in support of the preparation of statutory homelessness returns to government
8. Acknowledgement of housing complaints, queries and freedom of information requests ensuring that accurate data is uploaded to the back-office systems for monitoring purposes
9. Liaise with case officers as required to support delivery against statutory timescales, council policies and ensure confidentiality is adhered to at all times
10. To update records through the departments back-office systems, along with any other time sensitive tasks such as preparation of reports, making appointments for officers and assist in the production of standard letters, applications forms and to support the development of key information, decision letters and any housing notices
11. Support the daily monitoring of service area inboxes, gathering information from various sources and responding to requests in a timely manner
12. Assist in the production of leaflets, letters and webpages in relation to Homelessness and Housing Services; creating, updating and maintaining content ensuring all information is up to date and accurate
13. Administer the team's financial systems and schedules, including: monitoring purchasing, ordering and billing; processing of invoices and payment of bills; reconciliation of goods and orders
14. Support the management team in the data input, collation and administration of key performance data in support of annual reviews: for example occupancy and throughput levels, emergency homelessness calls, rental reviews, health and safety incident reporting and external training needs etc.
15. Assist with the organisation of events, promotional activities, community campaigns, projects and meetings; including arranging travel and accommodation; sending invites, updating distribution lists, taking notes, and circulating papers; and assisting other officers within the service on specific initiatives as required
16. Collate performance feedback on behalf of the service from customers, partners and stakeholders

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• This post is not responsible for any budgets but it will process and raise invoices and have access to the ledger so understands appropriate costs and nominal codes
Staff Management Responsibilities	• None
Other	• Technical administrative support to statutory services and data governance to meet externally funded grant reporting and audit requirements

Essential Criteria - Qualifications, knowledge, experience and expertise

- Minimum of 3 GCSEs including Maths and English (grade A* to C or equivalent); or a relevant qualification e.g. in Business Administration, Customer Service or significant previous administrative experience or equivalent knowledge and skill demonstrated through work-based competences
- NVQ level 2, or equivalent experience or knowledge in housing or homelessness
- NVQ Level 3 (Desirable)
- Experience of office management and of organising case manager information systems
- Effective record keeping disciplines and ability to demonstrate high levels of care, accuracy, confidentiality and security when handling information
- Experience of supporting front-line service provision or multi-disciplinary teams working with vulnerable people
- Experience of working with vulnerable customers and dealing with stakeholders including the public and external partners

- Knowledge of the councils homelessness related services including operational and service specific policy and procedure
- Knowledge of health and safety related procedures and how they apply to working with vulnerable people in support of the delivery of frontline services
- Good interpersonal skills
- Pro-active and organised
- Able to take minutes, prepare agendas and service meetings across wider partnerships
- ICT competent
- Able to resolve problems using initiative and diplomacy
- Be able to work to ahigh degree of accuracy, timescales, tight deadlines and prioritise own work load
- Sound financial and literacy skills
- Experience of developing and delivering management information to support managers in decision making and service development
- Experience of scheduling / planning of work activities in a fast-paced environment

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	The role can be challenging with conflicting priorities and pressures To observe at all times the highest standards of confidentiality, in dealing with customers and with managing sensitive data The role involves working with members of the public whose behaviour may on occasions place emotional demands on the post-holder
Physical Demands	Minimal – organising / moving stock and deliveries
Working Conditions	Expected to work flexibly which involves working from various offices, home working and lone working

Other Factors

- None