JOB DESCRIPTION

**Department: Economic Growth & Housing**

**Location:** Magdalen House

**Post No:** 305245

**Team:** Housing & Investment Services

**Post:** Social Housing Support Officer

**Grade:** Grade H

**Purpose**

The Council aims to secure excellent quality homes for the people and communities of Sefton.

The Investment and Housing Services Section is responsible for the development and delivery of the Council’s Housing Strategy, Investment Programmes and Strategic Housing Services, to ensure the provision of suitable good quality homes is promoted and influenced, and the most vulnerable people are assisted in accessing opportunities.

The Team is responsible for developing and delivering major programmes to improve the housing and economic offer of the borough, and attracting investment in order to deliver those programmes.

**This Role**

This role will provide support to the Social Housing Programme. The postholder will be responsible for the day to day oversight of services delivered to council tenants, support governance, and provide finance and administrative support where necessary. The postholder will work with the Social Housing Manager to develop and grow the social housing stock in the borough and will support the management of existing homes.

**Responsible to:** Social Housing Manager

1. **The Postholder will be responsible for:**
2. Support the Social Housing Manager in managing, and growing, the Council’s housing stock, and with the delivery of partnership delivery initiatives, in line with statutory and regulatory requirements, including but not limited to regulatory standards, and health and safety compliance legislation;
3. Provide support for the governance arrangements in place to oversee Council Housing;
4. Provide finance support for the programme, maintaining records, raising purchase orders, reporting, and administration of the invoice process;
5. Support the management and monitoring of performance, including the performance of suppliers and contractors involved in the delivery of the programme, and services to tenants, particularly the Management Agent. Working with the Management Agent to ensure that customers receive the highest quality service, including being onsite to carry out regular inspections;
6. Day to day monitoring of risks relating to the programme, including updating the risk register;
7. Provide project support for the programme, maintaining project plans, project risk registers, actions logs and supporting project meetings;
8. Maintaining records and information relating to the programme. Ensuring that information systems are maintained, and relevant information, data and statistics are collated. Providing data analysis for use in internal and external reports. Ensuring that statutory returns relating to Council Housing are collated for internal approval;
9. Take the lead on tenancy engagement, supporting customer’s involvement in the management of their homes, liaising and coordinating with the Management Agent and being the key point of contact within the council for customer service and engagement;
10. Help support and where necessary lead on consultations with customers in the development and delivery of policies relating to council housing, including the development and updating of new or existing policies;

(j) Helping to compile Freedom of Information requests, MP and member enquiries, tracking enquiries and maintaining the casework system. Answering general queries;

1. To prepare and contribute to the development of external funding bids to maximise inward housing investment to the borough and to ensure that strategic housing projects are effectively delivered and monitored;

# (2) Linkages

To deliver the outcomes for your role and for your team and to contribute to the delivery of Council outcomes, you will be expected to work with other teams, other corporate departments and outside agencies. Some of the critical relationships for your post include;

Internally; Planning, Finance, Legal, other strategic housing teams, Asset Management team

Externally; Managing Agent, Regulator of Social Housing, Homes England.

This does not represent an exhaustive list.

# Special Conditions

Attendance at evening meetings may be a feature of this post.

A casual car user’s allowance is available. The post holder must hold a current driving licence.

1. **General**

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The post holder will be expected to comply, observe and promote the equal opportunities of the Council.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it’s grading.

All members of staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information may be involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Prepared By**:L Payne

**Designation:** Service Manager Investment & Strategic Housing

**Date: October 2024 (updated Feb 2025)**