



Job Description

Job Title:	Estate Support Officer
Grade:	Grade 4
Section:	Area Management
Reports to:	Tenancy Management Officer
Responsible for:	None

The Job

Is to:

- provide management and administrative support to the Estate Manager, Tenancy Management Officer and Estate Officers; and
- act as first point of contact for the Estate Officers and co-ordinate an appropriate response to a range of housing and other WDH enquiries with an emphasis on resolving problems through a single contact with a minimal number of referrals to other parts of the organisation.

The Bigger Picture

You will:

- support WDH's Vision and Corporate Objectives;
- work towards improving levels of customer satisfaction;
- deliver services in a manner which supports WDH's brand and enhances the organisation's reputation;
- be fully aware of appropriate legislation and statutory requirements;
- be aware of and comply with organisational policies and procedures;
- be expected to work flexibly to meet the changing needs of the service;
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, human rights and confidentiality;
- be prepared to undertake your duties at any location throughout the district dependent on the needs of the service; and
- undertake any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

Due to the ever changing environment your duties may include, but are not restricted to, the following.

You will:

- provide management and administrative support to the Estate Section;
- assist in the delivery of a comprehensive customer focused service for all service users;
- promote the service at all times in a manner consistent with the Customer Charter, Local Offer and other service standards;
- be responsible for updating action taken by Estate Officers;
- ensure that performance is achieved in line with agreed targets and timescales;
- maintain appropriate records, databases and workflow processes in relation to estate profiles, current and former tenant rent arrears, nuisance complaints, lifestyle programmes, annual garden and estate based surveys any other work carried out by Estate Officers;
- act as the tenant representative and take appropriate action in respect of customer enquiries not related to direct service provision;
- deal appropriately with complaints relating to the service in accordance with WDH's complaints procedure and assist in the investigation of complaints and the development of an appropriate response;
- monitor and implement performance management systems;
- meet pre-determined targets and deadlines;
- contribute to the development of links and partnerships with external agencies;
- contribute to the development of customer focused service at all times;
- be an effective team member and contribute to the smooth running of the management office; and
- deal appropriately with all complaints and representations, in accordance with WDH's complaints procedure.

Personal Contacts:

Internal: All employees within WDH.

External: All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Determination			
Able to work effectively in a highly pressurised environment and meet deadlines and targets	✓		AF/I
An ability to organise own work and to meet deadlines	✓		AF/I
The ability to solve problems efficiently using your own initiative	✓		AF/I
The ability to apply thought and attention to detail	✓		AF/I
Nous			
Administration experience	✓		AF/I
Clear written and verbal skills	✓		AF/I
An understanding of the principles of customer care	✓		AF/I
IT literate, skilled at using PC data based systems	✓		AF/I
The ability to examine/interpret and record information effectively	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery	✓		AF/I
The ability to input and retrieve information accurately using specific computer applications	✓		AF/I
Good analytical and interpretation skills		✓	AF/I
An understanding of the Customer Charter		✓	AF/I
A basic knowledge of housing, preferably involving estate and tenancy management		✓	AF/I
Attitude			
Experience of delivering customer focused services	✓		AF/I

Have effective communication and negotiation skills	✓		AF/I
Committed to promoting choice and high standards of customer service	✓		AF/I
An ability to work as a member of a small team	✓		AF/I
An ability to effectively communicate with others in a way which is easily understood	✓		AF/I
A willingness to undertake necessary training	✓		AF/I
Good listening skills	✓		AF/I
Assertiveness skills	✓		AF/I

Additional Requirements of the Role			
The post holder may be required to work outside normal office hours as and when required.		✓	AF/I/CQ

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification