

## RUGBY BOROUGH COUNCIL

### JOB DESCRIPTION

**Post No.****Post Title:** Housing Coordinator**Unit/Team:** Housing Services**Grade:** Grade D**Service:** Communities & Homes**Reports to:** Housing Services Team Leader**Issue Date:** November 2023

### PURPOSE OF THE JOB

To provide a variety of administrative support to a multi-functional housing team staff in the provision of a quality customer orientated service.

To ensure Council owned properties are let as quickly and efficiently as possible, ensuring a positive customer experience through the process.

To manage all Right to Buy applications from initial interest stage to completion or cancellation.

To assist in the management of leasehold properties and the calculation of leaseholder service charges.

To manage the lettings and terminations of all council owned garages

To carry out all administrative duties relating to shared ownership properties.

To ensure that customer care is maintained to the agreed standards according to the Council's purpose, aims and values

To contribute as a member of the wider team in creating a positive working environment.

Work on own initiative under the general direction of the Housing Services Team Leader.

### 1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To oversee the voids management process and coordinate with the Allocations & Waiting List team nominations to properties.

- 1.2 Input data into the housing management system to record offers and refusals of accommodation, confirming offers on the system and creating a rent account.
- 1.3 To produce tenancy agreements, conditions of tenancy and other relevant paperwork for sign-up packs to include the administration of paint packs and decoration vouchers in accordance with the decoration scheme.
- 1.4 Ensure all CORE forms are recorded and submitted and records are accurately maintained on the housing management system and take action on system-generated reports as required.
- 1.5 Liaise with the Asset Management Team on a variety of issues regarding services, adaptations for people with disabilities & garage lettable standards.
- 1.6 To carry out tenancy audits as instructed by the Housing Services Team Leader and in partnership with the Communities & Projects Team.
- 1.7 Maintain a garages waiting list, allocating, terminating and instigating repairs as required.
- 1.8 To provide information to interested parties about the Right to Buy, including general advice and sign-posting to relevant organisations where appropriate.
- 1.9 To process all Right to Buy applications in accordance with the Council's policy and legislative requirements.
- 1.10 To discuss applications with tenants in detail, to carry out interviews and provide advice on points for consideration including cost floor.
- 1.11 To ensure eligibility, fraud and discount checks are carried out for Right to Buy applications.
- 1.12 To obtain appropriate valuations for Right to Buy purposes, and to arrange re-valuations where required.
- 1.13 To undertake Right to Buy site visits ensuring the correct sale of property / buildings.
- 1.14 To assist with yearly statutory government returns in relation to Right to Buy figures.
- 1.15 To liaise with Finance and Insurance team members before arranging the issuing of yearly estimate and actual invoices to leaseholders.
- 1.16 To monitor service charges and ground rent accounts for Leasehold properties, to seek payments to clear accounts and follow procedures for non-payers, which may include referring to the Legal team for applications to court.
- 1.17 Be a point of contact for leaseholders and refer to repairs team and legal where relevant.
- 1.18 To action changes in ownership of leasehold properties.

- 1.19 To set up new leaseholders once they have gone through the Right to Buy process.
- 1.20 To administer and carry out annual tenancy checks, visiting properties and recording and communicating the results to other team members and departments.
- 1.21 To make use of the technology available to improve communication and service delivery within the Team, the Service Unit and the Council as a whole, utilising mobile working where appropriate.
- 1.22 To undertake personal development commensurate with the duties and responsibilities of the job.
- 1.23 To develop and maintain knowledge of legislation and best practice in relation to leasehold management, consultation and service charging and any other circulars information relevant to the service area.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 To action changes in ownership of shared-ownership properties once advised by Legal.
- 2.2 To arrange payments and refunds where applicable for General Needs and Independent Living tenants
- 2.3 Participate in working parties/groups to contribute to the development of the team, the housing service and policies & procedures.
- 2.4 Provide, where necessary, statistical records and data in respect of the overall performance to the Housing Services Team Leader.
- 2.5 Maintain a record or diary of events to assist in legal proceedings.
- 2.6 Programme and issue key fobs in accordance with the procedure.
- 2.7 Participate in the formation of a personal development plan and in the development and improvement of the service.
- 2.8 Carry out established procedures in connection with fire alarms/bomb alerts and emergencies. Effectively respond to incidents of fire alarms being activated in accordance with Council policy and procedure.
- 2.9 Ensure any accident to staff, tenants or visitors is reported in accordance with the Council's existing health and safety procedures.
- 2.22 Any other reasonable duties as requested by your manager, in line with your skills and knowledge

### **3. SUPERVISORY RESPONSIBILITIES**

The position carries no supervisory responsibilities.

### **4. FINANCIAL RESPONSIBILITIES**

To raise requisition orders for purchasing from internal and external sources under agreed Council procedures.

To ensure that no expenditure is made without due authorisation.

### **5. RESPONSIBILITY FOR ASSETS AND DATA**

To ensure all council owned equipment is maintained and inspected regularly, and any faults reported immediately.

To maintain accurate records and keep relevant databases updated.

### **6. EXTENT OF PUBLIC CONTACT**

Tenants, Leaseholders, residents and their visitors, resident and tenant groups, Police and Social Services, voluntary and statutory agencies, contractors, senior officers within Housing and other services, Councillors, General Practitioners, Health Visitors, Mental Health Team, Occupational Therapists, Housing Associations, other local authorities, Solicitors and professional organisations.

### **7. WORKING CONDITIONS AND ENVIRONMENT**

Flexible working hours available subject to office cover provision.

Office based, with occasional site visits that may be required.

### **8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting  
Equality and Diversity  
Health and Safety

Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity  
Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

**9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION



### Post: Housing Coordinator

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience of working in an administrative role	E	A, I, R
Experience of dealing with the public in a variety of formats – face to face, email & telephone	E	A, I, R
Ability to work independently, prioritising own workload and as part of a team, understanding the needs of teamwork	E	A, I
Ability to deal with pressurised situations in a controlled and effective manner	E	A, I
Ability to follow policies and procedures	E	A, I
Ability to maintain confidentiality and compliance to Human Rights and Data Protection legislation	E	A, I
Experience of working in Housing or related environment	D	A, I
Knowledge of Right to Buy and legal framework	D	A, I
Knowledge of Leasehold Management	D	A, I
Commitment to work within our CANDO values	E	A, I
Full driving licence and use of vehicle for work purposes	D	A, D

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D