

Job Pack

**Retirement
Housing
Advisor**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

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| Post Title | Retirement Housing Advisor (Neighbourhood Housing) |
| Department | Service Delivery |
| Division | Homes First |
| Grade / salary | C |
| Reports to | Neighbourhood Housing Team Leader |
| Date prepared | September 2019 |

Job Purpose

- Support the delivery of an efficient, effective and consistent tenancy management service, predominantly to older and vulnerable tenants across Eastbourne and Lewes.
- Supporting Retirement Housing tenants to maintain their independence e.g. encouraging customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Respond to customer concerns, manage processes and liaise with specialists and partner agencies. Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.

Key Tasks

1. To undertake or support leads in partner agencies on a range of cases, assessing the risk and vulnerability of customers and considering all aspects of the customer's situation in order to provide the best avenue of support e.g. safeguarding referrals.
2. To maintain the statutory landlord and health and safety requirements within Neighbourhood Housing and provide advice on Retirement Housing matters to tenants and the public.
3. To take decisions, prioritise and action urgent queries from tenants and the public.
4. Access and accurately update all relevant information systems, both customer and back office ensuring that the Golden Customer Record is updated and maintained through verification and validation, and in accordance with General Data Protection Regulation principles.
5. Assist in the design and development of tools and guidance notes for the area of specialism to enable the team to self-serve and widen their knowledge.

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6. To ensure financial transactions are undertaken in accordance with the Council's financial regulations.
 7. To promote, create and implement best use of available social media channels to help increase awareness of the councils' presence in the community.
 8. To work flexibly within the Neighbourhood Housing Team and from any location.
 9. Actively develop and maintain a working knowledge of Lewes and Eastbourne Council's services, processes and procedures.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. You will be required to support the Borough Councils' corporate priorities and to ensure business continuity eg emergency response, elections, deployment to critical services.
7. Lewes District and Eastbourne Borough Councils' are committed to Safeguarding and promoting the welfare of children and adults at risk. The Corporate Safeguarding Policy and Procedures provides a framework within the Council, setting out responsibilities in relation to safeguarding and promoting the welfare of children and adults at risk.

The policy applies to all employees, councillors, volunteers and service providers that are commissioned by the council.

8. To work within the Council's Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

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| Sharing the Vision - Shaping the Future | <ul style="list-style-type: none"> • Understands the Council's purpose, context, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it. |
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| Communicating Well | <ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. • Works positively to gain understanding from others. |
| Driving Improvement Performance & Results. | <ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council |
| Self-Management | <ul style="list-style-type: none"> • Self-motivated and professional. • Is organised and uses time and technology efficiently. • Adopts a flexible approach to change |
| Delivering for our Customers | <ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction |
| Working Together | <ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. • Works co-operatively and is committed to building, productive, positive relationships. • Demonstrates commitment to achieving overall team objectives |

this job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

| Job Requirements | Essential | Desirable | Method of Assessment/ Assessed By |
|--|-----------|-----------|--------------------------------------|
| Qualifications | | | |
| Good standard of general education including GCSE at grade C or above or equivalent in English and Maths. | √ | | Application |
| Basic first aid (or a willingness to undertake training if required) | | √ | Application |
| Relevant transferable work related skills, experience or Housing Qualification. | | √ | Application |
| Training | | | |
| Customer Service (or willingness to undertake training) | √ | | Application |
| Willingness to undertake relevant housing related training, including basic first aid. | √ | | Application |
| Commitment to undertake continuing professional development. | √ | | Application |
| Equalities knowledge and understanding | | √ | Application and Interview |
| Skills and Abilities | | | |
| Able to communicate effectively both orally and in writing with customers, colleagues, council officers and external agencies and partners to provide excellent customer service | √ | | Application |
| Ability and commitment to work with vulnerable people and help challenging and distressed customers | √ | | Application and Interview |
| Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customers' needs | √ | | Application and Interview |
| Ability to work calmly and sensitively | √ | | Application and Interview |
| Ability to draft reports to support decisions and court action | | √ | Application |

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| Ability to use IT systems to gather, store and produce reports and process information | √ | | Application |
| Ability to work, support and deliver services within the Councils Equalities Policy | √ | | Application |
| Customer focused | √ | | Application and Interview |
| Negotiation skills and the ability to positively manage and diffuse challenging situations | √ | | Application and Interview |
| Confident, resourceful and flexible team worker with ability to work on own initiative | √ | | Application and Interview |
| Customer focused and ability to engage residents and encourage to maintain an independent lifestyle. | | √ | Application and Interview |
| Experience | | | |
| Experience of working in social housing service environment. | | √ | Application & Interview |
| Awareness of basic health and safety issues connected to maintaining the security of building. | | √ | Application & Interview |
| Ability to deal sensitively with challenging situations. | √ | | Application & Interview |
| Experience of working in customer services environment | √ | | Application & Interview |
| Knowledge | | | |
| Best practice relevant to the post e.g. Health and safety checks, low level ASB, tenancy sign ups, viewings, introductory tenancy visits and tenancy management. | √ | | Application & Interview |
| General Data Protection Regulatory Act. | √ | | Application & Interview |
| Equalities. | √ | | Application & Interview |
| Working knowledge of Microsoft Office software. | √ | | Application & Interview |
| Knowledge of Retirement Housing and issues relating to older people e.g. pension benefits, adult social care services | | √ | Application & Interview |

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| Knowledge of services provided across the councils. | | √ | Application & Interview |
| Mental Health Act | | √ | Application & Interview |
| Professional boundaries and Safeguarding good practices | | √ | Application & Interview |
| Physical, legal and other requirements | | | |
| Ability to undertake site visits. | √ | | Application & Interview |
| Full driving licence and access to own vehicle with business insurance | √ | | Application |
| DBS Clearance. | √ | | Application & Interview |
| Be available to work additional hours outside of normal working hours when need arises. | √ | | Application & Interview |
| Ability to travel across Lewes District and Eastbourne Borough. | √ | | Application & Interview |
| An engaging, enthusiastic and positive manner with a strong “can do” approach. | √ | | Application & Interview |
| Willingness to work within the Core Competency Framework. | √ | | Application & Interview |

ff must be prepared to have an understanding of the Equal Opportunities, Customer and Health and Safety policies. Managers in particular, must have a commitment to ment and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

Salary

The spinal column points (SCP) for the post are as follows:

| | | | | | |
|--------|--------|--------|--------|--------|--------|
| SCP 6 | £20436 | SCP 11 | £22564 | SCP 16 | £24911 |
| SCP 7 | £20845 | SCP 12 | £23015 | SCP 17 | £25410 |
| SCP 8 | £21262 | SCP 13 | £23475 | SCP 18 | £25919 |
| SCP 9 | £21687 | SCP 14 | £23945 | SCP 19 | £26437 |
| SCP 10 | £22121 | SCP 15 | £24423 | SCP 20 | £26966 |

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

You will be based at retirement housing schemes in the Eastbourne Borough and Lewes District areas. You will be required to attend meetings and work events at council offices.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Essential User Car Allowance

In order to perform your duties, it is essential that you have available the use of a motor vehicle and, therefore, you will be paid an essential user car allowance. This allowance is reviewed annually and may be withdrawn or amended if the circumstances in which it is granted change.

You will be entitled to mileage as an essential user on official council business.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months, to be given by either side.

Disclosure and Barring Service

Due to the nature of the work, if you are offered this position you will be required to apply to the Disclosure and Barring Service for an "Enhanced Disclosure". A disclosure provides details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. It will also contain details from lists held by the Department of Health and the Department for Education and Skills and information held by local police forces.

The information received from the Disclosure and Barring Service will be kept confidential and the information will be objectively assessed to establish whether you are suitable for the position. We will ensure that conviction information is not misused and that ex-offenders are not treated unfairly. The Council will pay for the check to be made and you will receive full information about the checks and guidance on how to complete the form if you are offered this position.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2022 are:

| Pay Range | Contribution |
|---------------------|--------------|
| Up to £15,000 | 5.50% |
| £15,001 to £23,600 | 5.80% |
| £23,601 to £38,300 | 6.50% |
| £38,301 to £48,500 | 6.80% |
| £48,501 to £67,900 | 8.50% |
| £67,901 to £96,200 | 9.90% |
| £96,201 - £113,400 | 10.50% |
| £113,401 - £170,100 | 11.40% |
| £170,101 or more | 12.50% |

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 5.8% increasing to 6.5% from SCP12