

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Business Support & Research Assistant
<b>DIRECTORATE:</b>	Housing
<b>JOB EVALUATION NUMBER:</b>	A12899
<b>BAND:</b>	5
<b>RESPONSIBLE TO:</b>	Housing Assets Manager
<b>RESPONSIBLE FOR:</b>	n/a
<b>MAIN PURPOSE OF POST:</b>	To collate data, maintain and update the Asset Management computerised systems. To integrate IT and other systems and produce reports as required on information held and data gathered. To produce high levels of information accurately from electronic and manual sources. To provide support services to the Housing Assets Service.

### DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	To prepare reports and statistical information as required. Identifying patterns and trends through analysis of data from multiple sources to ensure accuracy and validity
2.	To process high levels of Complex information accurately, maintain and update database files from electronic and other sources and produce reports for analysis as required.
3.	Liaison with other sections of the Housing Service, other Council Departments, Contractors and Customers to ensure the Housing Department's computerised systems are maintained and records updated.
4.	To assist with the maintenance and management of information systems required for effective performance measurement and monitoring and policy information.
5.	To make appointments and liaise with tenants in all forms of communication.
6.	To schedule appointments and manage the Asset Management Officer's calendars.
7.	Manage email inboxes with a varying degree of internal and external enquiries including but not limited to, stock condition surveys, block repairs, programme enquiries and updates.
8.	To validate housing condition surveys as directed by the Senior Asset Management Officer

9.	To organise EPC surveys, register and transfer the certificates between separate ICT systems.
10.	Collating and analysing Decent Homes and HHSRS data.
11.	To report repairs to the correct department when needed.
12.	To act as a point of contact and handle inquiries and complaints from tenants via telephone, letter, and email regarding asset management issues, aiming to resolve them or escalate to the senior Asset Management Officer when necessary.
13.	To raise purchase orders, create new suppliers, liaise with finance and match invoices for approval.
14.	To work with the Asset Management Officers to develop the programmes of work.
15.	To process completions and certificates of work and identify any repair works to be added to the programmed works.
16.	To undertake any research projects as and when required.
17.	To provide general administrative and business support across the Housing Assets service.
18.	Any other duties which are similar in level and responsibility.

## **GENERAL – To be aware of and implement the following:**

### **Equalities**

The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

### **Code of Conduct**

All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

### **Health and safety**

To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

### **Staff Development**

The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

## Data Protection

All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

## Safeguarding Children and Vulnerable Adults

The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

## Climate Change

The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

## Special features of post

Political Restriction	NO
Vetting Checks e.g Disclosure and Barring Service (DBS)	NO
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	NO
You may be required to carry out those duties at your present workplace or at another council venue.	YES

## Job description

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work of the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Business Support & Research Assistant
<b>DIRECTORATE:</b>	Housing
<b>JOB EVALUATION NUMBER:</b>	A12899
<b>DATE:</b>	2024

### KNOWLEDGE / SKILLS / ABILITIES

#### Essential

<b>Essential knowledge, skills, and abilities</b>	<b>Assessment method</b>
	Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Knowledge of current housing issues and legislation	Application Form
Ability to collect, collate and analyse data and produce reports	Application Form
Ability to use relevant ICT systems, for example Microsoft Word, Power Point and Excel	Application Form
Ability to liaise and effectively communicate verbally and in writing with tenants, other Council departments and other stakeholders.	Application Form
Flexible approach to problem solving	Application Form
Organisational and administrative skills	Application Form
Dealing with members of the public and tenants	Application Form
Ability to make appointments and organise the team's appointment calendar	Application Form

#### Desirable

<b>Desirable knowledge, skills, and abilities</b>	<b>Assessment method</b>
Understanding of construction and contract terminology and practices	Application Form

## EXPERIENCE

### Essential

<b>Essential experience</b>	<b>Assessment method</b>
Experience of working within a busy team.	Application Form
Operation of computer systems and use of a keyboard	Application Form
Ability to work as part of a team and take responsibility of completing tasks as required.	Application Form
Experience in Data inputting with a high level of accuracy	Application Form

### Desirable

<b>Essential experience</b>	<b>Assessment method</b>
Experience of working with housing related computer systems	Application Form

## QUALIFICATIONS

### Essential

<b>Essential qualifications</b>	<b>Assessment method</b>
An appropriate qualification in Maths, English and ICT	Application Form

### Desirable

<b>Desirable qualifications</b>	<b>Assessment method</b>
A qualification in Housing Studies or similar related subject	Application Form

## OTHER REQUIREMENTS

### Essential

<b>Essential qualifications</b>	<b>Assessment method</b>
To display the council's values and behaviours when carrying out the job role	Application Form, Interview
To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

## **COMPETENCY REQUIREMENT**

### **Seeing the big picture**

**Level:** 1

**Assessed at:** Interview

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.

For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.

### **Changing and improving**

**Level:** 1

**Assessed at:** Interview

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.

For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.

## **Making effective decisions**

**Level:** 1

**Assessed at:** Interview

Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.

For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.

## **Leading and communicating**

**Level:** 1

**Assessed at:** Interview

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.

It's about championing difference and external experience and supporting principles of fairness of opportunity for all.

For leaders, it is about being visible, establishing a strong direction and persuasive future vision, managing and engaging with people in a straightforward, truthful, and candid way.

## **Collaborating and partnering**

**Level:** 1

**Assessed at:** Interview

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.

For leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.

## **Developing self and others**

**Level:** 1

**Assessed at:** Interview

Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.

For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change.

## **Delivering value for money**

**Level:** 1

**Assessed at:** Interview

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.

For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available.

## **Managing a quality service**

**Level:** 1

**Assessed at:** Interview



Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.

For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services

## **Delivering at pace**

**Level:** 1

**Assessed at:** Interview

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.

For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly.