

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**  
**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	<b>Housing Contact Advisor</b>
<b><u>GRADE :</u></b>	<b>Band 4</b>
<b><u>JOB EVALUATION NO.</u></b>	<b>E3464</b>
<b><u>REPORTING RELATIONSHIP</u></b>	<b>Housing Contact and Repairs Co-ordinator</b>
<b><u>JOB PURPOSE :</u></b>	<b>To provide high quality advice and assistance to Housing Services Customers. To deal with and aim to resolve all enquiries at the first point of contact.</b>
<b><u>POST NO.</u></b>	<b>POS000711</b>
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	<b>Level 1, Expected Competencies for all employees</b>

**MAIN DUTIES/RESPONSIBILITIES**

1. To provide a prompt and high quality advice service to potential and current Housing Services customers, predominantly by telephone contact, but also face to face, by e-mail and through digital channels. Enquiries will relate to:
  - Council Housing Tenancy Management (including reports of anti-social behaviour)
  - Housing Allocations and Choice Based Lettings
  - Council Housing Rent Collection (including the recovery and enforcement of debts)
2. To personally deal with and aim to resolve all enquiries received at the first point of customer contact. To signpost customers to other Council and non-Council services, where appropriate.
3. To record the details of all customer contact on relevant IT systems, requesting any further information from customers to resolve enquiries.
4. To ensure customers are provided with a quality service which meets customer expectations, performance targets and reduces repeat enquiries.
5. To identify other options for customers to access services through digital channels and to actively signpost customers to self-serve options where possible. To provide full assistance to vulnerable customers who are unable to self-serve through digital channels.
6. To provide support to other Housing staff dealing with customer enquiries, repairs, applications, recovery and enforcement actions, where required or requested to do so.

7. To liaise with Planner and Administration staff in the scheduling of Housing Repairs appointments, communicating details and any changes with tenants, operatives and staff within the Council as required.
8. To maximise income for Housing Services by:
  - Deciding, within a framework, the most appropriate and effective method of collecting rent, former tenant arrears and sundry debts.
  - Negotiating payment plans, within parameters, with customers to ensure that payments are affordable and meet with local procedures.
  - Following guidance, withdrawing enforcement actions, where appropriate, to gain the best outcomes for the tenant and Housing Services.
9. To process customer payments using appropriate on-line payment facilities.
10. To liaise with internal and external partners such as Building Services, Revenues and Benefits, Customer Services, Government Departments, private and social landlords and other statutory and voluntary organisations, in pursuit of repairs, recovery actions, applications and enquiries.
11. To be involved in Housing Services projects as and when required, such as changing processes and procedures, service improvement, or undertaking tenant satisfaction surveys.
12. To assist in the training of new and existing Housing Contact staff, where required or requested to do so.
13. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
14. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
15. Carry out your role in line with the Council's Equality agenda.
16. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
17. Any other duties of a similar nature related to this post that may be required from time-to-time.
18. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
19. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
20. This post is subject to a Basic disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: July 2019

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**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**  
**PERSON SPECIFICATION**  
**HOUSING CONTACT ADVISOR**  
**POST NO. – POS000711**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
<b>Qualifications &amp; Education</b>			
<b>1</b>	NVQ level 2 in a related field, such as business administration or customer services		<b>D</b>
<b>Experience &amp; Knowledge</b>			
<b>2</b>	Approximately one year's recent experience of working with customers in a busy and challenging environment dealing with sometimes angry and/or vulnerable people	<b>E</b>	
<b>3</b>	Experience of working within policies and procedures which the use of initiative to respond to situations	<b>E</b>	
<b>4</b>	Understanding of data protection principles and confidentiality	<b>E</b>	
<b>5</b>	Experience of working in a Social Housing environment		<b>D</b>
<b>6</b>	Experience of working in a financial environment involving the billing and collection of rent and/or debts		<b>D</b>
<b>7</b>	Experience of using Orchard Housing, Customer Relationship Management and telephony systems		<b>D</b>
<b>Skills</b>			
<b>8</b>	Ability to effectively listen and communicate verbally to a range of audiences, including the ability to explain situations clearly	<b>E</b>	
<b>9</b>	Ability to deal with difficult customers in stressful situations, whilst remaining professional and calm	<b>E</b>	
<b>10</b>	Ability to liaise with suppliers and colleagues to ensure high standards of service are delivered and maintained	<b>E</b>	
<b>11</b>	Ability to negotiate payment plans with customers within recognised parameters	<b>E</b>	
<b>12</b>	Ability to demonstrate an attention to detail and maintain accurate records	<b>E</b>	
<b>13</b>	Ability to work under pressure and prioritise work to meet deadlines and targets	<b>E</b>	
<b>14</b>	Ability to apply accurate literacy and numeracy skills to include spelling, grammar, punctuation, percentages and decimals and undertake basic mathematical calculations in a financial setting	<b>E</b>	
<b>15</b>	IT literate capable of using MS Office and data management systems	<b>E</b>	
<b>Personal Attributes</b>			
<b>16</b>	Ability to work effectively on own initiative and as part of a team	<b>E</b>	
<b>17</b>	Strong commitment to customer care	<b>E</b>	
<b>Special Requirements</b>			
<b>18</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	