

Job Pack

Retirement Housing Officer



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”

We are able to offer our staff a range of benefits and access to discounts as follows:

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

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- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
 - They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
 - Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
 - Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
 - They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

Job Description

Job Title	Retirement Housing Officer (Neighbourhood Housing)
Department	Service Delivery
Division	Homes First
Grade / salary	C
Reports to	Team Leader (Retirement Housing)
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. This role is considered to be safety critical and will therefore be subject to the councils' drugs and alcohol policy which is contractual. The policy is available in full to all staff appointed to this role and will be applicable for the duration of their employment in this or any other role considered to be safety critical.
9. 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

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.
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

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

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 and personal resilience.	√		Application & Interview
Willingness to work within the Core Competency Framework.	√		Application & Interview

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement 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 06	£25,576	SCP 11	£27,704	SCP 16	£30,051
SCP 07	£25,985	SCP 12	£28,155	SCP 17	£30,550
SCP 08	£26,402	SCP 13	£28,615	SCP 18	£31,059
SCP 09	£26,827	SCP 14	£29,085	SCP 19	£31,577
SCP 10	£27,261	SCP 15	£29,563	SCP 20	£32,106

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 flexi time 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 26 days. This increases to 30 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 2025 are:

Pay Range	Contribution
Up to £17,800	5.50%
£17,801 to £28,000	5.80%
£28,001 to £45,600	6.50%
£45,601 to £57,700	6.80%
£57,701 to £81,000	8.50%
£81,001 to £114,800	9.90%
£114,801 - £135,300	10.50%
£135,301 - £203,000	11.40%
£203,001 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.