

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO7-2216	Grade G
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade G posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures. These posts also require a higher level of 'Knowledge & Skills' with a good understanding and experience of relevant processes, policies and systems acquired through both formal training and skills obtained in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues and volunteers.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines Proven ability to organise and prioritise workloads and achieve deadlines. Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines Good Literacy and numeracy skills Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide a direct and responsive service to enable customers / visitors to access and utilise services, resources, facilities and / or information. Receive and resolve customer / visitor enquiries and complaints. As necessary, refer more complex or sensitive issues to a relevant source for resolution. Make the facility available for use. Check equipment and make any necessary adjustments. Set out items as required. Support and develop volunteers as required Gather, record and provide information, using the appropriate systems. Check for accuracy and validity. Raise potential issues /errors and address as appropriate Process information and data as appropriate Identify areas where improvements could be made within own role / work area Create documents and other materials from information provided or researched
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from customers / visitors / volunteers, may be dealing with challenging situations where influence could be required. Regular contacts will include: colleagues, volunteers, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service.

	<p>Undertake inspection and /or maintenance of site / facility /tools / equipment as required</p> <p>Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate</p> <p>Take appropriate action to ensure the security of information / items and / or the facility.</p> <p>Review own work to check for accuracy and completeness</p> <p>Support promotional events and activities as required.</p>
Resources	May have limited responsibility for physical or financial resources. May be required to be a keyholder.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Lettings and Sales Officer	
Role profile family:	Community Engagement	
Role profile number and grade:	CE07-2216	Grade G
Number of posts:	4	
Service/Team:	Property and Support Service	
Reports to:	Property and Support Team Leader	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The Property and Support service is responsible for services to the council's rough sleepers, the letting of council's homes, management of the choice-based lettings service, the engagement of the private rented sector in providing housing solutions, non-HRA housing management and tenancy sustainment functions, including the gypsy and traveller sites stopping places, and the management and commissioning of the housing-related support contracts. Specific tasks include -

- Letting of the council's homes under the Council's Adopted Allocation Policy
- Operation of the council's choice-based lettings scheme Homes4Wiltshire including the allocation of approx. 2,000 pa affordable housing units, support to the council's private registered provider partners and allocation of LCHO (Low-Cost Home Ownership) under the Council's Adopted Allocation Policy
- Management, support, and advice to rough sleepers in Wiltshire, to include regular engagement, early morning outreach, annual rough sleeper count, severe weather monitoring, making grant applications and managing grants received, including RSI (Rough Sleeper Initiative), NSAP (Next Steps Accommodation Programme) and RASP grant funding to move people from rough sleeping and the edge of rough sleeping into suitable and sustainable accommodation

- Engagement of the council's private rented provider partners, managing relationships to identify common goals and maximise nominations of people in housing need on the Council's Housing Register to make the best use of the stock
- Engagement of the private rented sector in providing housing solutions to persons in urgent or emergency housing need for the private rented sector is a sustainable tenure and the operation of the council's landlord incentive scheme Wilts Let
- Management, commissioning and de-commissioning of temporary accommodation and management and commissioning of the Housing Related Support contracts – totaling £1.8million in early 2022
- A full tenancy management service (granting of tenancies, health and safety, repairs, tenancy enforcement/anti-social behaviour management, income management, possession proceedings including court attendance) in temporary accommodation provision across Wiltshire
- The full tenancy management service at the Council's three gypsy and traveller sites and soon to be developed short stay stopping places
- A comprehensive and preventative tenancy sustainment service for clients in temporary accommodation or those in the private sector who are threatened with homelessness

The service is responsible for a diverse range of statutory and non-statutory services, from the allocation of homes, the fire, health and safety and other regulatory responsibilities at the gypsy and traveller sites and temporary accommodation provision to the statutory allocation of social housing and the commissioning of housing-related support services ensuring that we comply with current procurement rules, statutory good practice guidance, codes of guidance, legislation and case law around housing and allocations.

The property and support team provides the primary point of contact for allocations, transfers, and exchanges for tenants and licence holders from the point at which they move in, settling people into their homes, responding effectively to repairs requests and other inquiries, managing tenancy and licence breaches, and responding promptly and proportionately to anti-social behaviour. The team will work to support and engage the most vulnerable clients or those who are struggling to manage their tenancies.

Job Purpose

Specific duties and responsibilities include:

- To co-ordinate the advertising and letting of Wiltshire Council's own homes and make effective, timely and lawful allocations decisions under the council's Allocation Policy, liaising as necessary with voids, tenancy services, housing solutions, income, tenancy sustainment, social care, health, police, probation and other colleagues
- To advise and support sellers of shared ownership, discount market sale, First Homes and any other low-cost home ownership products in lawfully disposing of their homes, ensuring that the relevant planning agreements and the council's policies are followed, performing liaison with the council's development management and legal services as necessary
- To carry out, where necessary, interviews with customers identified in the lettings process as being potentially vulnerable to identify their level of vulnerability and ensure the most vulnerable are sensitively re-housed
- Where the post holder identifies a customer with inadequate care and/or support in place, to make the necessary referrals to ensure that measures are in place to ensure that tenancies can be sustained
- To work across teams to ensure the most sustainable possible lettings, taking part in case conferences where appropriate to facilitate the above
- Where Extra Care Housing units are advertised, to facilitate panels to ensure that customers in the greatest need are offered the relevant homes
- To work closely with occupational therapists, social workers, health workers, surveyors and other professionals to make effective use of adapted or adaptable accommodation
- To co-ordinate advertising of homes, approving new build and sensitive lettings plans, liaising effectively with advertisers (providers, charities and other landlords) to achieve the maximum numbers of successful nominations to other landlords' homes of customers from the council's Housing Register and the most sustainable tenancies and communities
- To be responsive to the needs of the advertisers to ensure that homes are effectively advertised and let, minimising shortlists and ensuring minimal re-advertising
- To continually promote the council's allocation scheme, ensuring the widest understanding of its operation
- To perform housekeeping in the council's Housing Register system to ensure that customers have the correct bedroom need at significant birthdays and during pregnancies
- To perform annual renewals of housing needs assessments, liaising as necessary with customers and with the Housing Solutions service to ensure that housing needs assessments are up to date

- To create and to circulate to all relevant parties the regular advertising newsletter, checking its accuracy and highlighting any homes which will effectively meet adapted and special needs
- At the council's office at County Hall, or at any other offices from time to time, to scan and attach incoming documents, ensuring that documents where relevant are attached to files and other documents are circulated to the relevant staff
- To ensure timely and accurate maintenance of spreadsheets and databases and other record keeping processes to allow accurate analysis and statistical reporting
- To support the team leader and service manager at regular meetings with members of the allocations scheme forums e.g., minute-taking
- To adopt and implement motivational, trauma-informed and strengths-based practises with customers
- To support, as necessary, the work of the private rented access officer in engaging the private rented sector in meeting housing need
- To support, as necessary, and as appropriate to the grade, the work of the system support officers

General

- To take part in induction and training of other members of staff commensurate with the level of the post
- To consider wider corporate responsibilities to share information that prevents fraud and eliminates overpayments
- To promote Wiltshire Council's safeguarding agenda
- To undertake regular training, e-learning and professional personal development in line with Service needs and ensure own knowledge and information is cascaded to the team where appropriate
- To undertake any other duties commensurate with the grade and role

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Qualified to HNC level or above
- A thorough knowledge of housing allocation, choice-based lettings and the provision of social housing
- Up-to-date thorough knowledge of relevant legislation and guidance in relation to working with, and the safeguarding of vulnerable adults.
- Thorough knowledge of the public sector services, welfare benefits and local housing services in order to provide information and guidance to those requesting a service.
- An understanding of equality of opportunity and the diverse needs of our customers.
- Minimum of 2 years' experience in a housing role.
- Emotional maturity and ability to emphasize whilst maintaining a professional attitude.
- Ability to deal sensitively with people in a calm and friendly approach when faced with difficult situations
- Ability to deal with a wide range of people and to deal sensitively and firmly with people where the outcome is not routine or straightforward

Career graded posts (where applicable)

N/A

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments. The job holder is furthermore not permitted to canvas on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>