

Job Description

Department:	Housing Needs
Division/Section:	Housing Needs
Job Title:	First Contact Officer
Post No:	TBC
Grade:	5
Reports to:	Team Leader – First Contact & Early Help
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD TL["Team Leader - First Contact & Early Help Grade 12"] FCO["First Contact Officers x 4 FTE Grade 5"] EHO["Early Help Officers x 8 FTE Grade 9"] EHA["Early Help Assistants x 5 FTE Grade 7"] TL --> FCO TL --> EHO EHO --> EHA </pre>
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input checked="" type="checkbox"/> Enhanced <input type="checkbox"/> None <input type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	None

	- state whether <i>accountable</i> for (i.e. budget holder) or <i>accounting</i> for (e.g. monitoring)
Job Purpose:	1.

Main Duties and Responsibilities:

1. To receive all the telephone calls made to Housing Needs service
2. To be the first point of contact for any housing related issues
3. To answer all phone, email and face to face enquiries
4. To identify customers initial needs in a prompt and timely manner.
5. Signpost to the most appropriate support within the service including self-help tools on the website
6. Administration and reception support to the Early Help, Pathway and Prevention Services.
7. Ensure email boxes are monitored regularly and responses sent within 2 working days.
8. Support front line staff and management within a busy Housing Needs Service
9. Processing any documents received either through face-to-face contact or via the inboxes.
10. Daily monitoring of Duty to Refer inbox, inputting applications and making the appropriate service aware of the application
11. Explain to customers where they will be referred to and why and communicate timescales for future contact
12. Carry out multi agency research in respect of MARAC, MAPPA and safeguarding
13. Any other administration / support tasks within the Housing Team such as data entry.
14. To provide excellent customer service to all internal and external customers in line with the Council's commitment to Customer Service Excellence.
15. To participate as a team member who encourages, enables and supports.
16. To demonstrate the following behaviors:
 - • Respect & Dignity for All
 - • Is open, honest and courteous
 - • Teamwork and Co-operation
 - • Participates as a team member and encourages, enables and supports colleagues.
 - • Effective Communication
 - • Communicate effectively with others
 - • Actively Listens and Shares
 - • Customer Focused
 - • Responds to customer needs
 - • Addressing customer needs by adding values
 - • Understands Other People's Perspectives
 - • Communicates and agrees targets
 - • Understands and Delivers

Generic Responsibilities:

To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Flexibility Clause:

Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause:	This is a description of the job as it is constituted at the date shown. It is the
	practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 07/10/22 **COMPLETED BY:** Sarah Scase

Version: 1	Date Issued: February 2017	Review Date: February 2019
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Person Specification

JOB TITLE: First Customer Contact Officer
GRADE: TBC

HOURS: 37 hours

DIVISION: Housing Needs

DATE: 4/10/22

POST NO: TBC
DEPARTMENT: Housing Needs

DIRECTOR: Adrian Chapman

COMPLETED BY: Sarah Scase

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of Part VI & VII of the Housing Act 1996 as amended by the Homelessness Act 2002 (A&I) • Awareness of the Homelessness Reduction Act 2017 (A&I) • Customer focussed with an understanding of the need to respond holistically to the needs of vulnerable clients (A&I) • Knowledge of social housing issues (A&I) • Effective organisational skills, including prioritising work in order to meet targets and deadlines (A&I) • The ability to learn, assimilate and disseminate new information (A&I) 	

SKILLS & ABILITIES	<ul style="list-style-type: none"> • Communications approaches to instil an open workplace culture and confidence amongst colleagues, partners and management. (A&I) • Positive behaviours in dealing with people, problem-solving and matching effort to job demands. (A&I) • Excellent self-organisation. (A&I) 	
	<ul style="list-style-type: none"> • Ability to plan, prioritise and achieve tasks within tight deadlines. (A&I) • Ability to effectively use range of IT applications including databases, word processors and spreadsheets. (A&I) <p>Ability to work effectively in collaboration with internal and external partners in order to develop and deliver the best possible outcomes for clients</p>	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of providing effective customer service (A&I) 	
QUALIFICATIONS	<ul style="list-style-type: none"> • A-C grade GCSE in English and Maths, or equivalent (A&I) 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Able to work outside of normal office hours including occasional weekends and bank holiday (A&I) • Willingness and ability to travel in line with requirements of the post (A&I) 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A & I) 	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:

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(AI) Application / Interview, (P) Presentation, (W) Written Test.]

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