

EPPING FOREST DISTRICT COUNCIL ROLE PROFILE

JOB TITLE: Grants Officer

PURPOSE OF THE JOB:

Be responsible for the day to day management of functions within postholder's area and for the delivery of outcomes.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.

Take collective responsibility for ensuring excellent services are provided to our residents.

Work collaboratively within the Residential Service of the organisation to bring about change and improvements to service delivery within finite resources.

KEY RESPONSIBILITIES

Corporate

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Demonstrate the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Participate in projects to achieve the most effective services possible for the community. Partners and the Council.

Service

To assist the Residential Team Manager in the delivery of financial assistance to eligible customers to carry out essential repairs, improvements and adaptations to their homes in accordance with the Council's Housing Assistance Policy.

To carry out property inspections, draft schedules of works in accordance with policy guidelines and progress financial assistance to completion.

To provide a comprehensive advice service to residents seeking assistance in respect of a range of housing issues including financial assistance, energy efficiency, adaptation of accommodation to meet the needs of occupants with disabilities, disrepair and empty homes.

To support and deliver the service objectives of the Residential team as one team and in line with the corporate objectives. Support the Team Manager in the preparation of reports, statements, statistical returns and financial summaries as required.

To use technology effectively to record tasks and to identify and implement means of utilising such technologies for delivering and promoting the services.

To maintain own knowledge for the benefit of personal development and to ensure the delivery of effective and efficient services to the customer.

Duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

SKILLS/KNOWLEDGE/ATTRIBUTES

<p>Education</p>	<p>Relevant professional degree/qualification or demonstrable equivalent work experience</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role.</p>
<p>Experience</p>	<p>Worked within an organisation of comparable scale and complexity.</p> <p>Proven experience in the delivery of Council Private Sector Housing Assistance policies including Disabled Facility Grants and Discretionary Housing Assistance</p> <p>To have proven experience in communicating with the public and in particular the older, vulnerable and disabled people in their homes, on the telephone and in writing, in a professional and understanding manner</p>
<p>Knowledge & Skills</p>	<p>Strong inter-personal and communication skills, including the ability to establish positive working relationships with key stakeholders, partners and colleagues that generate confidence and respect.</p> <p>Be able to demonstrate great sensitivity, patience and empathy with our older, vulnerable and disabled customers</p> <p>To have experience in the technical aspects of building construction and application of the HHSRS and Decent Homes Standard to assess property standards against housing legislation and entitlement to financial assistance.</p> <p>To have practical experience of the grant process from carrying out initial site surveys, drafting schedules, assessing tender documents and overseeing works to completion</p> <p>To have good written and numeracy skills</p> <p>A good understanding of the use of technology for the delivery of modern, streamlined services and processes.</p> <p>A thorough appreciation, knowledge and understanding of the current issues facing local government.</p> <p>Possess a degree of political sensitivity</p> <p>Well organised and able to cope with heavy workload, using initiative to plan ahead, set and reset priorities,</p>

	dealing with ever changing demands.
Behaviours	
Trust	<p>Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p> <p>The ability to take responsibility for actions, learn from mistakes through constructive feedback and trust colleagues.</p> <p>Self-aware and understands how own style and behaviour impacts on the performance of others</p>
One Team	<p>Collaborative approach to knowledge sharing across teams.</p> <p>Successfully work as part of a team to achieve performance and results.</p> <p>Demonstrate strong emotional intelligence and resilience.</p>
Performance	<p>Strong focus on outcomes.</p> <p>Proactive and tenacious in approach.</p> <p>Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery</p> <p>To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development</p>
Innovation	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Demonstrate the ability to adopt a creative and innovative approach to the role</p>
Customer	<p>Demonstrate a strong customer focus</p> <p>Demonstrate a strong personal commitment to quality and cost effective public services, informed by customer and community involvement.</p>
Other Requirements	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others</p> <p>You may be required to attend off site meetings either by public transport, your own means of transport or if available, a council vehicle.</p> <p>Able to attend inspection visits, meetings or events etc outside normal working hours.</p>

