

Hertfordshire County Council Job Outline



JOB TITLE: Home Improvement Agency Administrative Support Officer (HIA ASO)
GRADE: H4
REPORTS TO: **HIA Business Analyst**
TEAM: Hertfordshire Home Improvement Agency, HIA Shared Service
DEPARTMENT: Adult Care Services

Purpose of the Job

The Hertfordshire Home Improvement Agency (HHIA) is a new service within the County Council which will provide an end to end service for people living in their own homes but who need adaptations to them in order to allow them to use them properly. The primary aim of the service is to allow people to remain safe, secure and independent at home for as long as they wish to or are able to, and to reduce pressure on acute services.

The role of the HIA ASO is to support the officers of the Hertfordshire Home Improvement Agency in the discharge of their duties, to answer queries from the public and other services about the work of the HHIA, to assist with administrative duties and reporting.

Main Areas of Responsibility

Under the guidance, direction and general supervision of the Business Development Manager and Head of Service, to:

1. To provide general administrative support to the HHIA team as needed, for example setting up and administrating team meetings and events, liaising with communications, providing information, and taking calls from the public or other services as required in relation to the work of the HHIA.
2. To provide support to the Head of Service in relation to the HHIA Board, and other meetings, including setting up dates and venues, maintaining delegate lists, sending out papers and minuting.
3. To support the Business Analyst with the gathering of information and data for reports, bids or meetings, and liaison with other services within the Partner authorities to keep information up to date.
4. Updating the HHIA webpages and promotional material and liaising with Communications team regarding producing and ordering promotional materials etc.

5. To maintain the Case Management IT system (as a Super-user), liaising with support teams as required, making adjustments to the configuration as needed to facilitate better use of the system, to ensure upgrades are properly installed, and to run reports from the system as required.
6. To administrate and report on customer satisfaction surveys relating to the work of the HHIA, including sending out questionnaires, collating responses, and identifying trends and changes.
7. To monitor land charges placed on properties in relation to grants and loans given by the HHIA, and recover monies due on the transfer of property where a charge on the property is present.
8. To assist other services that help people remain independent at home, promoting the work of the HHIA and offering advice and expertise where appropriate, and to investigate and recommend areas or gaps in service where the HHIA may develop new services.
9. To ensure that annual certification etc. is received from contractors. This will include ensuring that policies and procedures are adhered to by contractors and that targets are met.
10. To raise purchase order for the invoice received from contractors and send to finance for processing
11. To log new referrals when received on Case Management system and allocate as instructed.
12. To ensure tenders are logged when sent and received from contractors.
13. The post holder is required to be flexible and provide cover and support to other Officers in the Service, as necessary

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Key job requirements based on the Job Description	Desirable Essential	To be assessed by: A / I / T*
Qualification & knowledge:		
A good level of education required to GCSE standard in English and Maths	D	A / T
Educated to BTEC/ONC/HNC/HND level in Business Administration or similar discipline.	D	A
Relevant demonstrable experience:		
Experience of working within a local authority Housing, Health or Social Care discipline.	D	A / I
Experience of co-ordinating or providing support in an interdisciplinary team	D	A / I
Experience of supervising and updating databases associated with property standards	E	A / I / T
Experience in dealing with members of the public delivering excellent customer service.	E	A / I / T
Knowledge and applied understanding of:		
Knowledge of safeguarding vulnerable adults and children protocols and good practice	D	A / I / T
Knowledge of equality, diversity and inclusion as they relate to vulnerable people	D	A / I / T
Excellent written and oral communication skills, with good grammar and literacy	E	A / I / T
Excellent organizational and administrative skills with the ability to operate in a busy environment	E	A / I / T
Skills & Abilities		
Ability to prioritise work with the minimum of supervision, proven record of service delivery.	E	A / I / T
A commitment to provide high quality, caring service to all customers, particularly to vulnerable groups.	E	A / I

Ability to accurately interpret, implement, record and distribute information.	E	A / I / T
Competency in using a range of computer applications including Microsoft and ICT including word processing, spreadsheets, databases, internet, electronic document management and e-mail	E	A / I / T
Capable of working with minimum supervision but with direction from the line manager when necessary.	E	A / I / T
Excellent time management skills and demonstrable ability to meet deadlines and achieve goals	E	
Other factors		
The post is subject to an Enhanced DBS Disclosure	E	A

***A = Application, I = Interview, T = Test**