

# Job Profile

Position Details	
Post	Housing Delivery Support Officer
Service Area	Housing Regeneration Planning , Housing & Growth, Housing, Housing Delivery Team
Reports to	Programme Manager Housing
Grade	SO1
Job Family	

Role Purpose
<p>Support the Housing Delivery Team with the development and delivery of a major new housebuilding programme.</p> <p>Support the coordination of activities across the team with effective administration, contract coordination and budget tracking.</p>

Main Responsibilities
<ol style="list-style-type: none"> <li>1. Manage administration of development related meetings, invitations, minutes and agendas and filing to adhere to grant requirements and auditing</li> <li>2. Manage administration for procurement processes including developing an understanding of procurement requirements</li> <li>3. Ensure contracts are in place and appropriately approved as directed by Housing Delivery Project Managers</li> <li>4. Carry out financial administration tasks including raising and managing orders and invoices, and handling of financial related queries in line with finance policies and procedures, and within agreed contract deadlines.</li> <li>5. Track spend against budgets, maintaining a log of spend</li> <li>6. Manage supplier queries regarding contracts, invoices and payments</li> <li>7. Liaise with external contractors and consultants working on developments</li> <li>8. Act as a first point of contact for enquiries for the Housing Delivery team, and respond to or refer enquiries as appropriate, keeping a log and tracking actions.</li> <li>9. Coordinate communications with local residents and council tenants, including printing, translation and event facility bookings as directed by Housing Delivery Project Managers.</li> <li>10. Support Project Managers with collating information to respond to complaints and ensure appropriate logging of feedback and filing</li> <li>11. Assist Project Managers at consultation events</li> <li>12. Collate Health &amp; Safety and Home User Guide Manuals in specified format by the Project Manager</li> <li>13. Attend site visits with Housing Project Managers as required</li> </ol>

14. Assist with creation of communications materials related to works on development sites

#### Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<ul style="list-style-type: none"> <li>• Highly competent with numbers, data entry and data collation, and to check work for validity.</li> <li>• Excellent organisational skills</li> <li>• Ability to work under pressure to deliver to tight timescales</li> <li>• Strong written and verbal communication skills, able to forge good working relationships with other staff in the organisation and support them as necessary to get the job done.</li> <li>• Competent user of Microsoft Office Suite of products, especially Excel.</li> <li>• Experience of using financial systems</li> <li>• Ability to maintain complex information, recording and filing systems (both manual and computerised)</li> </ul>	<p>Essential</p> <p>Essential Essential Essential</p> <p>Essential Desirable Essential</p>

#### Main Contacts & Other Information

##### Main Contacts:

1. Housing Project Managers
2. Housing Enabling Officer
3. Housing Programme Manager & Programme Support Officer
4. Housing Strategy & Commissioning Team
5. Regeneration
6. Housing & Growth
7. Homes for Haringey
8. Finance
9. Corporate Property
10. Corporate Programme Office

## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
x				
Are the staff based at the same work location?				n/a
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	100%	Use of a computer.	Yes	80%
Audio typing.			Crisis or conflict situations.		
Walking more than a mile.			Manual handling.		
Working alone or in isolation.			Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.		
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.		

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.			Working at heights / on ladders, roof work.		
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.		
Electrical hazards.			Control and restraint.		

<b>Resources</b> – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
None
<b>Cash/Financial Resources</b> - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
None
<b>Plant/Equipment</b> - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
None
<b>Stocks/Materials</b> - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
None
<b>Data Systems</b> - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Will be working with the Council's IT systems and shared folders
<b>Buildings</b> - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
None