

## Job profile

### Service and job specific context statement

<b>Directorate:</b>	<i>Housing Services (Ryedale District Council)</i>
<b>Service:</b>	<i>Housing Management and Support Service (Ryedale District Council)</i>
<b>Post title:</b>	Graduate Trainee – Housing Management and Support
<b>Secondment:</b>	Postholder recruited by North Yorkshire County Council, seconded to Ryedale District Council, under a secondment agreement for the period on the graduate scheme.
<b>Grade:</b>	E, F and G
<b>Responsible to:</b>	Service Manager
<b>Staff managed:</b>	None
<b>Date of issue:</b>	September 2020
<b>Job family:</b>	<b>P&amp;T - Professional &amp; Technical</b>

### Job context

The Council's housing responsibilities include the Council's statutory housing functions and the private sector housing role, housing options services and housing links with Community safety, with the exception of Housing Management. Over the past few years, the Council has developed a number of specific schemes that the Council manages. In order to illustrate the scope of duties and responsibilities for this role these may be broadly categorised under the following headings:

- Operational and Administrative support of council managed schemes
- Houses in Multiple Occupation and flats leased and owned by RDC
- Monitor and maintain rent and charges records
- Provide monthly reports on arrears and bad debts to colleagues
- Assisting with tenancy management
- Administrative duties around Tara Park, Gypsy and Traveller site
- Assisting with Health and Safety assessments
- Updating procedures and working practices relating to the properties
- Working with the Development Officer on new schemes to ensure operational procedures are in place
- Ensure tenancies/licenses are in place, working with operational colleagues and Registered Social Landlords
- With colleagues provide support and advice to tenants to address tenancy disputes within Council managed schemes
- Assist Housing Support officers with tenancy support as and when required within Council managed schemes

#### **Benefits of working and learning in the service:**

- Experience of working in a busy rural District Council

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- Opportunity for graduates from a Housing/Social policy or related discipline to apply and develop technical knowledge and skills
- Learning from highly experienced Housing officers and other specialists
- Opportunity to take responsibility for your own caseload
- Developing confidence in your own judgment
- Improving your communication and negotiation skills with the most vulnerable members of the community
- Experience of working in partnership with other organisations

All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows:-

- Corporate Induction
- Aspiring Managers Programme
- Middle Managers Programme
- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

### Job specifics

- To ensure our clients housed in Houses in Multiple occupation, Tara park Travellers site and properties acquired through the development programme are provided with excellent housing management and support services
- Working with colleagues in Issuing tenancies; providing effective management and resolution of disputes; Minimising rental arrears & client debts; and meeting our statutory and regulatory obligations when providing these services.
- Ensure tenancies are in place for all RDC 'tenants', and working with operational colleagues so that our tenants are aware of the obligations these place upon them and the organisation
- Provide assistance, advice and support to tenants with operational colleagues to address any tenancy disputes promptly and effectively
- Monitor and maintain rent and charges records for our tenants, working with operational colleagues and tenants to proactively address arrears.
- This includes working with Housing Benefit team and Job Centre Plus
- Provide monthly reports of arrears and bad debts to colleagues
- Work closely with operational colleagues and other internal departments (i.e. finance) in the delivery of the services
- Seeking out support and clarification when necessary (e.g. legal advice)
- Provide housing related support to those clients in Council schemes in partnership with Housing Support officers where needed

Requirements for the role

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- With colleagues the ability to resolve tenancy issues quickly and effectively
- Establishing good relationships with colleagues and agencies internally & externally
- Ability to work effectively on my own, planning and prioritising my work
- Attention to detail, tenacity and an ability to get to the root of an issue and work with others to address it
- Good oral and written communication skills
- Good organisation and a planned approach to work tasks
- A positive problem solving attitude and enjoy working with people
- Able to start and finish work, ensuring that other stakeholders are involved and consulted
- Ability to build and maintain positive relationships with a range of internal and external partners.
- Ability to write clear, concise letters and reports
- Ability to plan and organise own workload and meet deadlines
- Good IT skills
- Ability to develop collaborative working relationships that promote joint working, best practice and consistency of service delivery.
- An understanding of the requirements of providing a supported housing service to vulnerable tenants
- Ability to understanding how to effectively manage and respond to complaints.
- Excellent communication skills in relation to dealing with vulnerable members of the community often with difficult and chaotic lifestyles
- The ability to work both as part of a team and independently

Graduates who join the programme are expected to:

- achieve the objectives set for them;
- ask for help/clarity where needed;
- develop their knowledge through self-directed study – further research, reading and questions;
- fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- work toward becoming professional member/associate where appropriate;
- make the most of the opportunities available within NYCC; and
- demonstrate expected behaviours of:
  1. focussing on customers and communities;
  2. taking responsibility;
  3. working together;
  4. acting with integrity
  5. building a culture of continuous improvement and innovation; and
  6. leading by example.

## Career progression

- The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the postholder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the postholder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

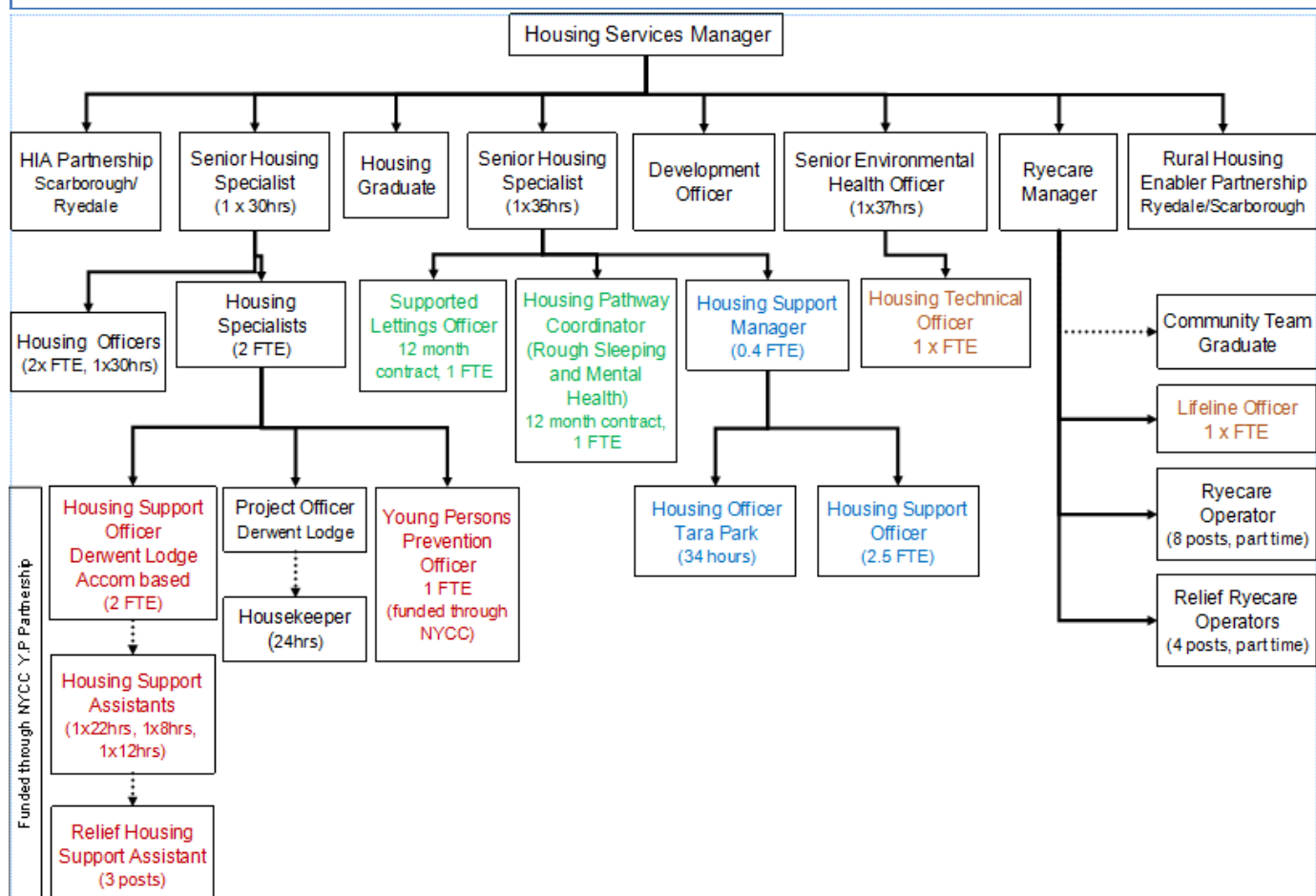
Pay progression will be based on performance review at 6 months and then 12 months as follows:

- Months 1-6 spinal point 6, Grade E

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- Months 7-12 spinal point 8, Grade F
- Months 13-24 spinal point 13, Grade G

### Structure



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### Job Description

Job purpose	Typical graduate placements are required to deliver a range of projects within an area of specialism within the Council to effectively meet the organisation's needs.
<b>Operational management</b>	<ul style="list-style-type: none"> <li>• Deliver a quality service to internal and/or external customers as required;</li> <li>• Provide a complete 'end to end' service delivery, establishing ownership and closure as needed.</li> <li>• Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area.</li> <li>• Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation.</li> <li>• Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.</li> <li>• Make a positive contribution to excellent communication internally and externally</li> <li>• To produce reports and documents as required</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Working with staff from across the different services of the District Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives.</li> <li>• Ensure links between the project and stakeholders are developed and maintained to provide an efficient service.</li> <li>• Develop an understanding of the wider role of the District Council</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Identify and recommend appropriate action to housing service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Utilise management information to facilitate achievement of objectives.</li> <li>• Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication.</li> <li>• Adopt new ways of working when new systems are introduced,</li> </ul>
<b>Policy and projects</b>	<ul style="list-style-type: none"> <li>• Contribute to policy development, consultation and implementation process.</li> <li>• Support on Housing projects as appropriate with support from relevant service colleagues.</li> </ul>



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Person Specification	
Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>• Good understanding of how policies/procedures can be applied in practice to result in required outcomes.</li> <li>• A basis understanding of housing/social policy</li> <li>• Knowledge and understanding of how Equality and Diversity will apply to this role</li> </ul>	<ul style="list-style-type: none"> <li>• Good knowledge of relevant legislation</li> <li>• Knowledge of change management processes</li> <li>• Knowledge of statutory housing functions</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>• Experience of project work</li> <li>• Experience of managing a busy workload within set deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a corporate and political context</li> </ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>• IT skills and ability to interpret and analysis data</li> <li>• Communication, presentation and interpersonal skills</li> <li>• Problem solving skills and the ability to find innovative solutions</li> <li>• Influencing and negotiating skills</li> <li>• Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately</li> <li>• A coaching based approach to support managers and develop</li> <li>• Delivering briefings and training to managers/other staff</li> <li>• Flexibility and ability to work with ambiguity</li> </ul>	<ul style="list-style-type: none"> <li>• Policy formulation skills</li> <li>• Coaching/mentoring</li> <li>• Policy implementation skills</li> </ul>
<b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b> <ul style="list-style-type: none"> <li>• Education to first degree level ( 2.2 minimum)</li> <li>• Good standard of literacy and numeracy to level 2 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• </li> </ul>
<b>Other Requirements</b> <ul style="list-style-type: none"> <li>• Team worker/collaborative working</li> <li>• Self-motivated and commitment to equal opportunities</li> <li>• Represent the Council at meetings as and when required</li> </ul>	<ul style="list-style-type: none"> <li>• Some roles will require the ability to travel across the County.</li> </ul>
<b>Behaviours</b>	<a href="#">Link</a>