Job Description and Particulars of Appointment

- Job Title: Adaptations Assistance Officer (AAO)
- Post Number: P28039
- Grade and SCP: NJC Grade 6 SCP 8 - 11
- Directorate: Communities and Customer

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the ***Private Sector Housing team*** within ***Housing service area***, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Private Sector Housing at Shropshire Council plays an important role in helping residents to live safely, independently and well in their own homes. The service provides advice, assessment and practical support across a broad range of housing matters, including home adaptations for disabled people. Working closely with Occupational Therapists, contractors, landlords, registered providers and other partner agencies, the team helps to identify housing needs, assess whether properties can be reasonably and practicably adapted, and deliver appropriate solutions for residents across Shropshire

Overview of your role

The purpose of this role is to provide financial and administrative support for the delivery of Major Adaptation Grant (MAG) funded adaptations. The post supports the effective, timely and compliant use of MAG and related funding to enable vulnerable residents to live safely and independently in their homes.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Senior Private Sector Housing Officer who is in turn responsible for your health and safety, training and development.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

- Maintain accurate financial and administrative records to support monitoring of grant expenditure, commitments and outcomes.

- Support processing of grant approvals, payments and contractor invoices, ensuring appropriate financial checks are completed and records are updated.

- Track recoverable DFGs, MAGs, loans or grant conditions and support repayment or compliance processes.

- Support statutory reporting, audit and monitoring requirements relating to grant funded activity.
- Assist the Housing Assistance Support Officers with the monitoring of Team mailboxes and the allocation of work to appropriate officer(s), public enquiries, Land Charge enquiries and signposting clients to external partner agencies.
- Liaise with Private Sector Housing officers, Occupational Therapists, contractors and residents to support delivery of adaptations.
- Empathy with the needs of vulnerable, older people and people with disabilities.
- Work co-operatively and assist members of the team.
- Carry out any other specific tasks that may be reasonably required by the Housing Service Manager.
- Assist the Senior Private Sector Housing Officer collate and deliver in a timely manner mandatory Government reports and Freedom of Information requests
- Manage work effectively within the timescales and framework set by the Authority.
- Contribute to the development of the Housing department.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.

- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

You will be based at ***The Lantern, Sundorne, Shrewsbury***

Your post is subject to the following:

- The post is a two-year fixed term, for ***22.2*** hours per week,
- Normal office hours are ***7am – 7pm*** Monday - Friday
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to ***two*** months' notice in writing on either side.

The appointment is subject to ***six*** months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

All applicants who are appointed to this post will be subject to a **Basic Disclosure check** once the appointment is confirmed. This check will include details of any unspent convictions under the Rehabilitation of Offenders Act 1974.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.