



Information for applicants

AFFORDABLE HOMES OFFICER

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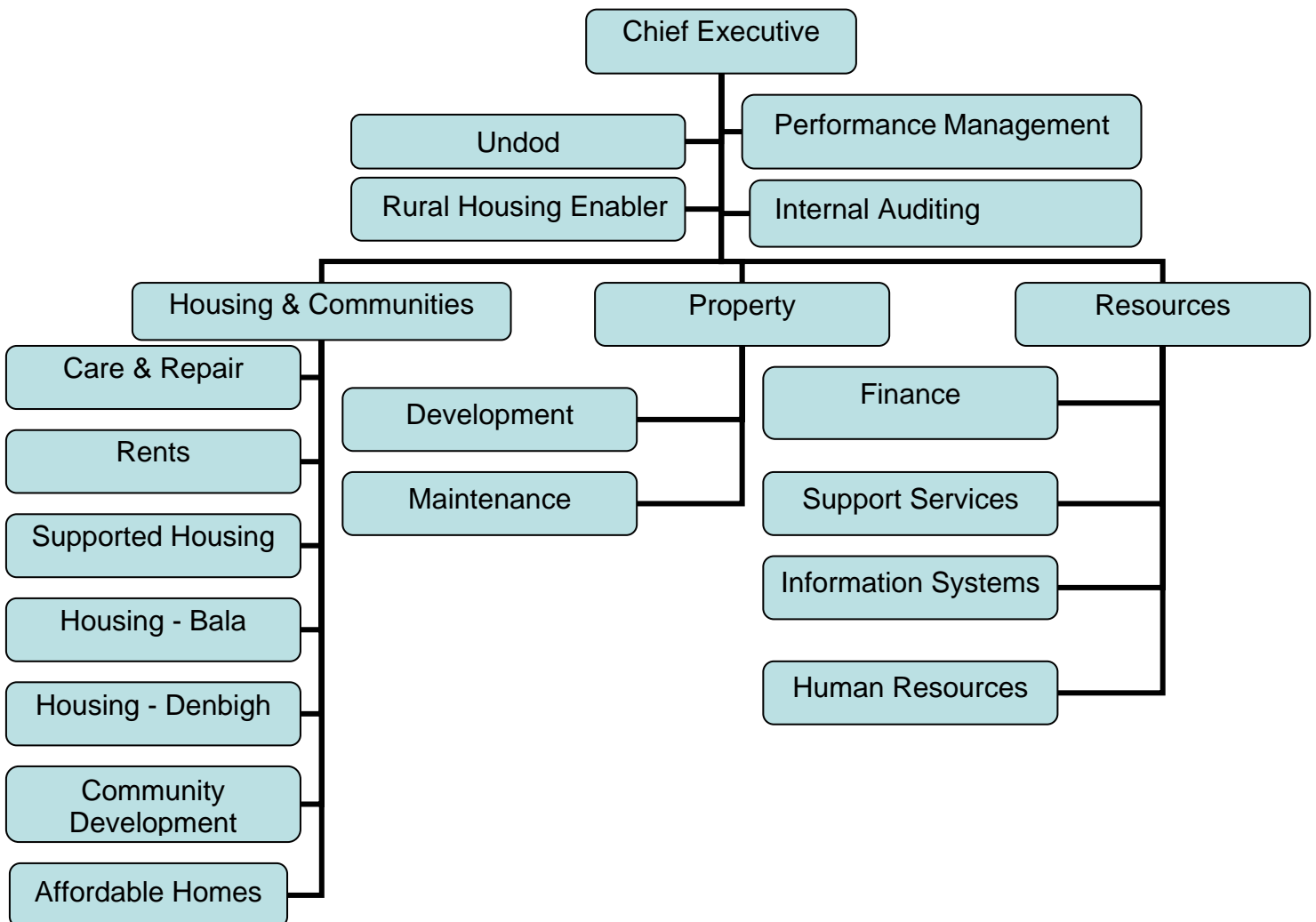
Job Description

Personal Specification

THE ASSOCIATION'S BACKGROUND

The Association's main office is located in Denbigh, but there is also an area office in Bala. At present, 70 persons are employed on the staff, and their commitment is apparent in all the activities. The Association is recognised as an "Investor in People" and this standard requires that the Association develop all the staff to achieve the objectives of the business and to review every individual's training and development needs regularly. We also take pride in the friendly atmosphere here and the fact that every member of staff is important to the team. The working conditions are favourable, contemporary and family friendly as the Association believes that staff is the most important resource.

THE ASSOCIATION'S STRUCTURE



The Affordable Homes Team

The Affordable Homes Team is part of the Housing Department. The team members are the Senior Affordable Homes Officer, Affordable Homes Officer and Affordable Homes Administrative Officer.

The Affordable Homes Team works closely with the Housing Strategy Department of the Local Authorities, Developers and Financial Advisors in ensuring the smooth delivery of low cost home ownership opportunities for customers who cannot access open market housing without assistance.



AFFORDABLE HOMES OFFICER

TERMS OF EMPLOYMENT

- Contract:** Permanent
- Salary:** £20,198 - £23,708 per annum Grade 5, Point 23 - 28
- Terms of Employment:** The Association conforms to recognised good practice and has progressive personnel policies which provides employment terms which are fair and family friendly.
- Hours of Work:** 37 hour week. Flexible hours in operation.
- Overtime:** Overtime pay will be paid if the officer is requested to attend meetings outside their normal working hours.
- Holidays:** 25 working days (increasing by one day for each year of service to 30 days) together with Bank Holidays.
- Office:** The post is based at the main office in Denbigh.
- Travelling Expenses:** The post does not require the essential use of a vehicle but a fixed sum per mile is paid if the officer is requested to use his/her car on Association business.
- Pension:** A 'Social Housing Pension Scheme' (SHPS) is offered.
- Probationary Period:** The first 6 months will be a probationary period.
- Investor in People:** The Association is recognised as an Investor in People and is very supportive to staff who wish to attend courses relevant to their work.
- Language:** The internal administration of the Association is mainly through the medium of Welsh and communication with the public is in Welsh and English. Therefore the ability to communicate in both languages is essential in this post.
- Equal Opportunities:** The Association aims to be an Equal Opportunities Employer. We do not discriminate against candidates on any grounds not justified by law.
- References/Disclosure:** Any offer of employment will be dependent on the Association receiving satisfactory references and a satisfactory Criminal Records Bureau disclosure.

JOB DESCRIPTION

TITLE: Affordable Homes Officer

TEAM: Affordable Homes

ANSWERABLE TO: Housing Manager via the Senior Affordable Homes Officer

- GENERAL AIMS OF THE POST:**
1. Assist with the provision of an efficient and cost-effective service to tenants, part owners and customers
 2. Assessing applications relevant to the low cost home ownership schemes
 3. Assist with marketing and promoting low cost home ownership schemes

Key Duties

1. Marketing and promoting affordable homes schemes.
2. Assessing applications to ensure that they are eligible for the affordable homes schemes (i.e. financial and local connection criteria).
3. Administer the Right to Acquire Scheme (the right to buy the Association's properties)
4. Work with and nurture an effective relationship with local authorities, developers, mortgage consultants, solicitors and any other agencies, as required.
5. Assist with administering the mortgage rescue scheme.
6. Assist as and when required with the Affordable Homes Team's administrative work.
7. Communicate with customers on the telephone, by letter/e-mail and also in person.
8. Assist to ensure that the Association is accessible to its customers and leaseholders, provides sufficient advice and information to them, take heed of their opinion and encourage them to participate in the Association's work.
9. Promote and ensure compliance with the Equality & Diversity Policy, Health and Safety Policy and the Tenants Participation Strategy.

Other Duties

1. Carry out home visits when required.
2. Prepare reports and statistics as and when required.
3. Attend meetings and internal and external activities as and when required, to represent the Affordable Homes Team, including out of office hours.
4. Undertake other relevant duties to the post in consultation with the Housing Manager and/or Senior Affordable Homes Officer.

PERSON SPECIFICATION – AFFORDABLE HOMES OFFICER

	ESSENTIAL	DESIRABLE
SKILLS, INFORMATION AND EXPERIENCE	<ul style="list-style-type: none"> • The ability to work with minimal supervision • The ability to prioritise workload to meet deadlines • The ability to work in a busy environment • Good general education • Good computer skills • Effective Welsh and English communication skills – verbal and written • Ability to communicate effectively at all levels • Ability to analyse figures and information from financial documents accurately (such as bank statements and mortgage offer letters provided by customers) • Knowledge of bank accounts, savings accounts and mortgages • The ability to work independently and as part of a small team 	<ul style="list-style-type: none"> • Knowledge of the process of selling / purchasing a property • Experience of office procedures • Advanced computer skills, including experience of using Microsoft Office and Excel • Experience of marketing
PERSONAL	<ul style="list-style-type: none"> • Prioritise customer care in all aspects of the work • Commitment to equality and diversity and customer participation • Enthusiasm and dedication to the work • Flexible and coherent approach • Willingness to work with the rest of the Association's staff • Full driving licence and access to a motor vehicle • Willingness to represent the Association in external events, possibly outside office hours 	

