

Designation:	Right to Buy Officer
Grade:	Stroud 4
Hours:	37 hours per week
Location:	Ebley Mill, Stroud
Job Purpose:	The administration of Right to Buy applications and Shared Ownership properties
Responsible to:	Property Manager
Responsible for:	No supervisory responsibility

KEY DUTIES

- To process Right to Buy applications/enquiries in accordance with Government timescales and the Council's procedure guide.
- To respond to enquiries and implement current policy in relation to sold (ex-Council owned) properties.
- Maintain Right to Buy records and systems and complete Government monitoring returns and sales statistics as required.
- Manage Shared Ownership property administration (excluding rent and service charges).
- To assist identify cases of RTB fraud.

SKILLS AND KNOWLEDGE

- Detailed knowledge of Right to Buy legislation
- Excellent written and verbal communication skills
- An understanding of administrative processes and systems
- Experience of working with the public
- Ability to manage own time and workload
- Capable and working knowledge of common IT software

COMPLEXITY AND CREATIVITY

- Ability to balance issues and analyse options
- Able to respond quickly to queries and complaints
- Diplomacy
- Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Solicitors representing applicants
- Members of the public and tenants
- Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

- Responsible for the proper use and safe keeping of office equipment.

TRAVEL DESIGNATION

- Casual car user

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.