

PRIVATE AND CONFIDENTIAL

Our Contact: Sophie Newbery
Telephone - Direct Dial: 01684 272030
Email: humanresources@tewkesbury.gov.uk
Date: 12 October 2017

Dear Applicant

POST: Homeseecker Plus Coordinator - POST NO: DCHE33

Thank you for your interest in the post of Homeseecker Plus Coordinator with Tewkesbury Borough Council. As a potential candidate you will want to know about our borough, how we serve our diverse communities and about our plans for the future. We hope that the information on our website and in the recruitment pack increases your interest and leads to your application.

Tewkesbury Borough includes a wide variety of town, village and rural communities, the population of which has grown steadily in recent times and is expected to continue to grow at a rapid pace in the next twenty years. The borough is also economically vibrant and well placed to benefit from significant economic growth over the same period. This pace of growth will present both opportunities and challenges for the council.

Tewkesbury Borough and the surrounding area is an excellent place to live and work. Our towns, villages and countryside offer outstanding natural beauty. The skills base in the local economy is high, unemployment is generally low and people genuinely enjoy living here. We want to appoint someone who is passionate about Tewkesbury Borough and about what we are trying to achieve. If you have the skills to convert this passion into outstanding performance we would encourage you to apply.

Please note Tewkesbury Borough Council does not accept CV's in place of an application form as we require the same range of information from all our candidates. The application form can be found on the jobs page on our website www.tewkesbury.gov.uk/jobs. If you have any queries at all regarding your application, please ring the Human Resources Section, on the above number.

It is anticipated that the interviews will be held **w/c 20 November 2017** so please keep this date in mind. The date may, however, be subject to change in exceptional circumstances, in which case candidates will be advised accordingly.

Please note, where stated on the application form, references must be provided by your employer(s), one of which must be your current employer. However, if you are not in employment at present, this referee must be that of your last 2 employers. (Please note that references will only be obtained with your permission).

Ideally we would like to write to all applicants at each stage of the selection process but unfortunately this is not possible because of the number of applications received. If you do wish to receive an acknowledgement of your application, please enclose a stamped, self-addressed postcard stating the post that you have applied for. If you have not been contacted within two weeks of the closing date of **Friday, 10 November 2017** you may assume that on this occasion you have not been successful. We shall, however, welcome further applications from you for any other suitable vacancies. I wish you every success in your application.

Yours sincerely

Janet Martin
Human Resources Manager

"The council is committed to promoting equality of opportunity; we welcome applications from all sections of the community."

APPOINTMENT DETAILS

POST: HOMESEAKER PLUS COORDINATOR POST NUMBER: DCHE33

POST

Applications are invited for the above post. The main duties of this post are currently indicated on the attached job description. The person appointed will be on the staff of the deputy chief executive and will work under the supervision and direction of the Head of Service – Peter Tonge.

SALARY

The salary for this post will be on Grade E, £21,962 - £24,964 per annum of the National Joint Council for Local Government Services. Salary is paid on the 21st of each month by payment direct into a Bank or Building Society Account. It is important to note, that as a national condition, if you start between the 1 April and 30 September, you will not receive an increment until the following April. If you start between 1 October and 31 March you will receive an increment rise after six months and thereafter April. The starting salary is usually the first point of the grade.

The rate of pay for this job is determined by our Job Evaluation Scheme (National Joint Council for Local Government Services).

CONDUCT

All employees of the authority are required to maintain conduct of the highest standard such that public confidence in their integrity is sustained. You must declare any business (whether paid or unpaid), financial and/or political interests.

HOURS OF WORK

The normal working week is 37 hours per week, **Monday to Friday**. The Council operates a variable working hour's scheme in which the majority of officers can participate, subject to the approval of the Chief Officer concerned. The duties of some posts, however, do preclude the postholders from participation in the scheme. Full details will be available at interview.

We welcome applications from candidates with flexible working requirements. We can offer flexible working opportunities including flexible hours, part-time, job share and home working.

PENSION

The Local Government Pension Scheme (LGPS) is administered by Gloucestershire County Council, membership of which is open to any employee. All employees over the age of 16 years are able to join the LGPS. If you decide to join then your contribution rate depends on how much you are paid. The employer also pays in to the scheme on your behalf. The LGPS also allows a number of other benefits such as 3 times your salary for Death in Service (tax free), children's pensions and also the ability to increase your benefits at your retirement. Additional contributions can also be made through Additional Pension Contributions (APC's) or Additional Voluntary Contributions (AVC's). Full details are available from the Pensions Section follow this link www.gloucestershire.gov.uk/pensions or alternatively contact the Human Resources Section.

LEAVE

The leave year will run from the date of your appointment with the Council. Annual leave entitlement for this post is 24 days, increasing to 29 days (based on a 5 day working week) in the leave year, following completion of 5 years continuous Local Government Service. In addition to the basic leave entitlement, one additional day of leave is granted to Officers on attainment of 10 years continuous Local Government service, prior to the commencement of the leave year.

There are five additional leave days derived from the National and Local Conditions of Service of which one is to be taken at Christmas and the other four added to annual leave (included above).

ILLNESS

Subject to the provisions of the National Scheme of Conditions of Service, an officer absent from duty owing to illness is entitled to receive an allowance ranging from one month's full pay and two months' half pay after completing four months' service to six months' full pay and six months' half pay after five years service. An Officer who is absent through illness before completing four months' service is entitled to an allowance of one month's full pay only.

HEALTH AND SAFETY AT WORK

The Borough Council recognises a prime duty to protect the health and safety of all its employees in the course of their employment. Management and Supervisory staff are required to provide and maintain safe conditions and systems of work. All employees are required to co-operate with the Borough Council in ensuring that work places are free from risks to the health and safety of others.

CONTRACT OF EMPLOYMENT

In accordance with appropriate legislation, all persons appointed will be issued with a Statement of Particulars relating to their post. This Statement sets out the main terms and conditions of employment, some of which will already have been specified in the letter of appointment.

PROBATIONARY PERIOD

All persons appointed who are new entrants to the Local Government Service will be required to serve a probationary period of not less than six months. At the end of this period, and subject to a satisfactory report by the Chief Officer, he/she will be transferred to the established staff.

SMOKING POLICY

All employees, Councillors and visitors are expected to comply with the Council's no smoking policy.

POLITICALLY RESTRICTED POST

This post is not designated a politically restricted post under the Local Democracy Economic Development and Construction Act 2009.

STATE BENEFITS

If you are currently in receipt of any state benefit for example Housing Benefit, Council Tax Benefit, Jobseekers Allowance, Income Support or Incapacity Benefit, you must inform the relevant office if you are appointed to this post, as your entitlement to the Benefit may well be affected. If you are in any doubt please contact your local Council, Jobcentre, DWP Office (Department for Work & Pensions) or the Human Resources Section. Please note that if you are appointed, the Council reserves the right to check whether or not you are in receipt of Housing Benefit and Council Tax Benefit from Tewkesbury Borough Council.

TEWKESBURY BOROUGH COUNCIL SAFEGUARDING

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment.

COUNCIL TAX REGISTRATION

Please note if you live within Tewkesbury Borough the Council reserves the right to ensure that you are correctly registered for Council Tax with this authority.

**THIS DOCUMENT IS FOR INFORMATION ONLY. A STATEMENT OF PARTICULARS
WILL BE ISSUED ON APPOINTMENT.**

JOB DESCRIPTION

- | | |
|---------------------------|---|
| 1. Group | Community Services |
| 2. Post Title | Homeseeker Plus Coordinator |
| 3. Post Number | DCHE33 |
| 4. Post Grade | E |
| 5. Section | Housing Services |
| 6. Responsible to | The Homeseeker Plus Management Board |
| 7. Responsible for | N/A |
- 8. Main Purpose of Job**
- 8.1** To take a central coordinating role between the seven local authorities involved in the Homeseeker Plus sub-regional Choice Based Lettings (CBL) scheme.
- 8.2** To monitor the way the scheme is operated by all members (including Registered Housing Providers).
- 8.3** To take a lead role in reviewing and developing the scheme to include changes in legislation, case law and developing “good practice”.
- 8.4** To monitor the contract with I.T. provider Locata and to co-ordinate proposals to enhance and develop the scheme.
- 8.5** To act as a first point of contact for general enquiries about the working of the Homeseeker Plus scheme.
- 9. Specific Duties**
- 9.1** Develop, implement and review the Homeseeker Plus Policy and procedures ensuring they are appropriate for the Partnership’s agreed objectives.
- 9.2** Ensure that all policies and procedures conform to legislation and current best practice from DCLG and HCA.
- 9.3** Monitor national trends in relation to Choice Based Lettings Schemes and advise Management Board of such changes.
- 9.4** Review and suggest amendments to key documents such as the Partnership agreement, the Service Level agreement, the Terms of Reference of the management Board or the Data Sharing protocol.

- 9.5** Provide administration for the Homeseeker Plus Operational Group (HPOG) and the Homeseeker Plus Management Board (HPMB) and ensure all relevant minutes, agendas, supporting reports and performance information is prepared and distributed. Ensure Board members have sufficient information to enable them to make informed decisions about the effectiveness and development of the scheme.
- 9.6** Manage the implementation of new modules from the IT contractor, ensuring that delivery and implementation are effective.
- 9.7** Prepare and present reports to the HPMB on projects to include the objectives, performance criteria and staffing and financial resources required.
- 9.8** Actively promote the scheme and carry out the necessary administration and training for any new partners who wish to join. Look at extending the scheme to new partners such as private landlords if appropriate.
- 9.9** Deal with marketing and public relations issues relating to the scheme in consultation with Homeseeker Plus partners.
- 9.10** Ensure effective liaison and communication throughout the Homeseeker Plus Partnership, identifying joint training opportunities where needed.
- 9.11** Ensure that performance is monitored and reported regularly including developing standard reports.
- 9.12** Assist all partners to operate the scheme effectively
- 9.12** Establish, maintain and keep under review, a strategy for assisting vulnerable applicants with specific needs who experience difficulty engaging with the HP scheme.
- 9.13** Liaise with agencies that provide low cost home ownership properties to maintain links to such providers.
- 9.14** Review, amend and develop the procedure training guide for staff.
- 9.15** Be responsible for the effective day-to-day management of the contract with the supplier to maintain an effective IT system for the scheme and any other relevant services.
- 9.16** Monitor the scheme and report regularly on performance to the appropriate body.
- 9.17** Ensure that the Homeseeker Plus system is accessible to all customers and that this is reviewed regularly to ensure it meets any changes in good practice and regulations for accessibility.
- 9.18** Liaise with partners to ensure an appropriate response to any customer comments about the service and co-ordinate any development needed to resolve issues.
- 9.19** Monitor consistency of service across all partners and promote good practice.
- 9.20** Monitor the HP budget and provide the HPMB with regular information and accurate cost analysis for any proposed development and extension to the scheme.
- 9.21** Produce accurate invoices for all partners annually adding any agreed uplift.

- 9.22** Monitor the payment of invoices from partners and pursue any overdue accounts.
- 9.23** Ensure that all partners' Equality and Diversity policies are reflected accurately in all areas and activities.
- 9.24** Undertake any other duties properly assigned from time to time by the Homeseeker Plus Management Board or Gloucestershire Homes and Communities Group, which are appropriate to the grade and character of the post.
- 9.25** To adhere to all Council Policy, in particular Equal Opportunities.

PERSON SPECIFICATION

Person Specification

Sets out the qualities which are either essential or desirable for the postholder to enable him/her to carry out duties effectively.

Post Title: Homeseeker Plus Coordinator
Directorate: Community Services

Post No:
DCHE33

Grade: E

Essential (E)/Desirable (D)

Qualifications

Minimum 5 GCSE's (or equivalent, e.g. O'Level, NVQ, etc.) (E)
2 A levels or NVQ Level 3 or equivalent (D)

Experience

2 years' experience in a similar related role (E)
Knowledge and understanding of the issues affecting local government (E)
Knowledge and understanding of Choice Based Lettings policy and practice (E)
Experience in strategies and policies (E)
Experience of producing external and internal publications (D)
Skilled in handling media enquiries (D)

Aptitudes/Skills

High level of IT skills - MS Office (E)
Excellent written and oral communication skills (E)
Ability to prioritise and meet tight deadlines (E)
Ability to maintain confidentiality in accordance with Data Protection (E)
High level of judgement, tact, discretion and initiative (E)
Ability to record and deal with data accurately and effectively (E)
Excellent influencing and negotiation skills (D)

Behavioural Attributes

Ability to work effectively as part of a team (E)
Customer Focus (E)
Flexible with a "can do" attitude (E)
Takes personal responsibility and uses resources effectively and efficiently (E)
Open to change and commitment to continuous improvement (E)
Shows respect and consideration (E)
Able to communicate effectively (E)

Any other (not specified above)

Commitment to the principles of Risk Management and Health and Safety
Commitment to the principles of equality, diversity and the ability to treat everyone who you come in contact with dignity and respect (E)
Full Driving Licence with use of motor vehicle (E)