

Job Pack

**Support
Services
Officer**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

We are able to offer our staff a range of benefits and access to discounts as follows:

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

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- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
 - They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
 - Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
 - Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
 - They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

Job Description

Post Title	Support Services Officer
Department	Property Services
Division	Homes First
Grade / salary	C
Reports to	Senior Support Services Officer
Date prepared	June 2024

Job Purpose

To provide assistance to the Property Services function within Homes First by supporting the business and administration processes that underpin the services delivered to tenants, leaseholders, shared owners and other stakeholders

Key Tasks

1. Respond to service enquiries received by telephone, email, letter, personal callers, web portal or through an advocate.
2. Place instructions with in house surveying team or commissions with external consultants to undertake inspections, surveys and project management work.
3. Process invoices from supply chain partners and prepare them for authorisation and payment.
4. Process rechargeable repairs.
5. Enter data on to IT systems to enable effective monitoring and reporting of all property services operations, major works, works to vacant properties, major & minor adaptations.
6. Scan and file documents electronically and create new files as required
7. Assist with projects being undertaken by the Property Services Team
8. Arrange meetings, book venues and take notes / minutes as required
9. Log and monitor Complaints, Freedom of Information Requests, Councillor Enquiries, MP Enquiries
10. Investigate complaints and communicate with contractors and customers to enable reports and responses by the customer experience team.
11. Collate all disrepair information as required
12. Write letters and construct mail merges
13. Compile reports and statistics as required.
14. Print, collate and bind documents for tenders and meetings.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
4. To understand and apply the council's Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post.
6. You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
7. To work within the *councils' Core Competencies Framework*. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the Council’s purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council.
Self Management – self motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships. • Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

EBC has a number of shared roles with Lewes District Council (LDC), and EBC and LDC are taking advantage of opportunities as they arise to align systems and/or posts within the two authorities in order to generate benefits in terms of quality, savings or resilience. This role is a shared service role the post holder will contribute to existing shared arrangements and commit to the vision of further opportunities.

PERSON SPECIFICATION

QUALIFICATIONS

Essential <ul style="list-style-type: none">• Minimum of four GCSE's or equivalent at grade C or above inclusive of English & Maths	Desirable <ul style="list-style-type: none">• Business / Office Administration qualification• Membership of relevant professional body
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TRAINING

Essential <ul style="list-style-type: none">• Customer care• Complaints handling• Microsoft Office applications	Desirable <ul style="list-style-type: none">• MS Word & Excel at Intermediate level or above.• Powerpoint• MS Project
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SKILLS & ABILITIES

Essential <ul style="list-style-type: none">• Methodical at co-ordinating, planning and prioritising work• Good accuracy in literacy and numeracy• Resilient, calm and effective under pressure• Able to manage customer expectations• Professional approach• Self-motivated• Positive attitude to change• Problem solving abilities• Good listener with empathetic attitude• Able to handle confidential and sensitive information appropriately• Effective at complaint handling• Able to understand policies and procedures and make decisions accordingly	Desirable <ul style="list-style-type: none">•
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KNOWLEDGE

Essential <ul style="list-style-type: none">• Basic knowledge of building maintenance• Basic business administration functions/processes• Basic understanding of property management and lettings	Desirable <ul style="list-style-type: none">• Understanding of Housing legislation / Best practice• Understanding of building terminology and key terms of building contracts
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EXPERIENCE

Essential <ul style="list-style-type: none">• Engaging with customers by telephone, email and in person	Desirable
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<ul style="list-style-type: none"> • Working with suppliers like contractors and consultants • Working effectively as part of a team • Handling customer complaints effectively • Letter writing • Using spreadsheets • Data entry onto IT systems 	<ul style="list-style-type: none"> • Work experience within the building maintenance or property management sectors. • Working in a public service environment • Use of property management databases • Use of purchase order systems • Mail merges
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OUTSIDE INTERESTS

<p>Essential</p> <ul style="list-style-type: none"> • 	<p>Desirable</p>
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PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Willingness to work within the councils' core competency frameworks • An engaging, enthusiastic and positive manner with a strong "can do" approach • Flexibility to attend meetings outside of working hours • Occasional fieldwork in customers' homes, suppliers' premises and other EBC and LDC offices 	<p>Desirable</p>
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 06	£24,286	SCP 11	£26,414	SCP 16	£28,761
SCP 07	£24,695	SCP 12	£26,865	SCP 17	£29,260
SCP 08	£25,112	SCP 13	£27,325	SCP 18	£29,769
SCP 09	£25,537	SCP 14	£27,795	SCP 19	£30,287
SCP 10	£25,971	SCP 15	£28,273	SCP 20	£30,618

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from our offices in Eastbourne Town Hall. You will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Casual User Car Mileage

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 26 days. This increases to 30 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2023 are:

Pay Range	Contribution
Up to £16,500	5.50%
£16,501 to £25,900	5.80%
£25,901 to £42,100	6.50%
£42,101 to £53,300	6.80%
£53,301 to £74,700	8.50%
£74,701 to £105,900	9.90%
£105,901 - £124,800	10.50%
£124,801 - £187,200	11.40%
£187,201 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation. Based on the salary for this role, the contribution will be 5.8%, increasing to 6.5% when paid from SCP 10.