

Role Profile

HOUSING DEVELOPMENT ASSISTANT			
Reference No.	A4521	Type	Individual
Service	Housing Services		
Job Family	Para-Professional	Grade	FC5

Purpose
To provide specialist business support that helps drive service delivery, performance improvement and excellence across Fife Council.
To manage and maintain key sources of information and data relating to Housing Service systems, projects and approaches.
To work with other Housing staff to carry out agreed tasks and roles which support the effective delivery of service and improvement activities.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>Assisting in all aspects of service delivery relating to;</p> <ul style="list-style-type: none"> • Planning and scheduling of surveys to drive home improvements programme • programme management to support the delivery of the home improvements programme • project management to support compliance with regulatory standards • performance management to measure compliance against minimum standards • quality to measure satisfaction levels • improvements driven by analysis of survey data and information • process management supporting the Lead Officer with service development 	<p>Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent or equivalent experience in related discipline</p> <p>Green belt or equivalent in LEAN</p> <p>PRINCE 2</p> <p>MSP</p> <p>Qualified in numerate or research related disciplines</p> <p>Ability to provide a regular and effective service</p>	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p>Assisting in day to day provision and management of services including responding to a range of internal and external stakeholders (local area staff, tenants and representatives of other Council services)</p>	<p>Experience of working in a performance, planning, quality or improvement environment. (Deliver Results - See 'How We Work Matter' Framework)</p>	<p>✓</p>	

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Contributing to the development and maintenance of improvement projects and systems. Analysing data and recommending improvements.	Experience of using a variety of management information systems (Embrace technology and information)	✓	
Taking responsibility for agreed elements of work, for example: <ul style="list-style-type: none"> • assisting in the analysis of information • delivering agreed services in line with relevant standards and deadlines • supporting the implementation of improvement activities • supporting, maintaining and updating project and work plans • maintaining project files and other information • maintaining spreadsheets and performance systems • producing and maintaining publicity and communication materials • support Lead Officer with co-ordination of user groups • liaising with admin teams • monitoring and evaluating activities • support Lead Officer with monitoring, tracking and reporting on project spend. 	Excellent customer service skills and approach across all areas of work (Focus on customers) Team working skills (Work together) Time management skills (Take ownership) Communication skills Creativity and Innovation skills Experience of working with performance information systems, Data reporting and analysis tools Experience of supporting course design and delivery Microsoft Excel skills Experience of using Geographic Information Systems Analytical skills Awareness of Fife Council's financial procedures	✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓
Contributing to internal meetings including team meetings, and project meetings.	Ability to travel to and work from various locations throughout and out with Fife	✓	
Liaising with, advising, guiding and persuading services, corporate groups and external bodies in relation to agreed work areas and outcomes. Provide guidance on current standards and timescales for improvements to other services and colleagues. Liaison with Scottish Housing Regulator on data required for the annual return on the charter (ARC)	Knowledge of public sector environment		✓

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Working independently or as a team to develop recommendation reports targeting relevant improvement works			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			
Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required			
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			
Additional Information – the following information is available:	Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:		
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results 		