

## SOUTH DERBYSHIRE DISTRICT COUNCIL JOB DESCRIPTION

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<b>JOB TITLE</b>	Housing Administration Officer
<b>GRADE</b>	4
<b>DIRECTORATE</b>	Place & Prosperity
<b>DEPARTMENT</b>	Housing Services
<b>REPORTS TO</b>	Housing Solutions Supervisor

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### **JOB SUMMARY**

#### **MAIN DUTIES AND RESPONSIBILITIES:**

1. To assist the Housing Solutions Supervisor in the operation of customer and administration services to the Housing Services Department.
2. To provide administrative support to the Housing Solutions Team.

#### **General**

1. To ensure adherence to the Council's Health & Safety Policy.
2. To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
3. To comply with the Council's Employee Code of Conduct.
4. To provide an efficient administrative service for the Housing Services Department, ensuring as far as practicable, that any performance targets are achieved.
5. To assist the Housing Solutions Team in the provision of timely and accurate performance manage and financial management information.
6. To undertake appropriate training for this post within the Council and Local Government generally.

## **Specific Duties**

1. Provide support to Allocations and administer housing application enquiries on Jigsaw and any other support as needed and update statistical information and provide customer support in relations to their tenancies. Processing on-line application forms and updates.
2. Provide support to customers with making housing register applications.
3. Assessing customer's housing register applications in line with the Council's housing register policy.
4. Managing the Councils shared email inboxes
5. To be responsible for all duties associated with management of the Council's garage housing stock and ongoing assets, including responsibility for the waiting list and all garage allocations and new tenancy set up.
6. The post holder will use the following IT systems: Orchard, Jigsaw, Excel and Agresso along with Microsoft suite Office application. Website/intranet super user.
7. Support special projects across the service as requested.
8. To support the housing solutions service in the provision of management performance information and statistical information
9. Updating any Housing Solution information and contact lists/email addresses.

**April 2026**  
**Housing Solutions Supervisor**