



Your job

Job Title: Business Support Officer – No Access Team

Service: Housing Strategy, Regulation, Voice & Engagement

Grade: G4

Reporting to: Housing Standards Manager – Neil Tonge

You will work within the No Access Team to support officers facilitate access for staff and contractors to meet our compliance obligations, assess property standards; and make professional referrals where necessary. You will also assist in identifying abandoned properties to ensure no opportunity to utilise our housing stock is missed.

You will provide support for all enforcement or legal process that may be identified to help the Council achieve their desired outcomes.

You will be enthusiastic and self-motivated, with the ability to operate effectively as a member of a team and be able to undertake lone working, organising appointments and accurately following working procedures. You will use your own initiative to breakdown problems, ask the right questions and to take the appropriate action.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Contact Tenants of our Council housing stock to arrange contractor appointments, record enquiries and resolution on our own 'in-house' computer/ filing systems.
- Liaise with Housing Standards Officers regarding "hard to access" properties. Ensure notices are produced and assist in legal processes.
- Resolve issues by liaising with customers, colleagues and other Council departments and partner agencies or referring the matter to a manager or colleague for assistance.
- Maintain relevant ICT systems, including spreadsheets and databases, inputting and/or extracting data.
- Prepare documents such as letters, notices and reports using various software packages.
- Complete any other general administration duties such as photocopying and scanning.
- Maintain a high standard of customer care and make a positive contribution to our day to day working practices.
- Work with minimal supervision supporting the team to make the systems and processes run smoothly and effectively
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- 3 GCSEs (A-C or grades 5 to 9), including English Language and Mathematics or equivalent qualifications which demonstrate literacy and numeracy, or an equivalent level of experience.
- To be able to demonstrate an ability to undertake a wide range of technical and general admin tasks.
- You will be highly motivated and enthusiastic with experience of working in a fast-paced environment, meeting a variety of demands whilst maintaining quality and accuracy.

- You will be customer focused and intensely keen to make a positive difference to the team. You will be a great communicator who is used to dealing with a range of people at all levels both internally and externally. You will have the ability to draft documentation and communicate effectively with customers and colleagues.
- You will have excellent I.T. skills, with experience of inputting and extracting data from systems and an ability to utilise functionality to enhance the customer experience. Experience of using Microsoft packages such as Word, Outlook, Excel & PowerPoint is essential.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”