



## Role Profile

<b>Job Title:</b> Garage Officer	<b>Role Profile Number:</b> SBC_10299
<b>Grade:</b> 4	<b>Date Prepared:</b> September 2013
<b>Directorate/Group:</b> Delivery	<b>Reporting to:</b> Service Delivery Officer
<b>Structure Chart attached:</b> No	

### Job Purpose

1. Responsible for the management of all 3000 council garage tenancies and letting of vacant garages.
2. Responsible for rent collection and arrears recovery for garage private lets through to repossession.
3. Provide support for general queries to do with garages, rent and former tenant arrears in the absence of colleagues.
4. Assist in the marketing of garages and raise awareness of garage vacancies to maximise rental income.
5. Assist in the prioritisation of repairs and improvements to the Council's garages.
6. Assist in providing support to the business functions within Tenancy Services.
7. Set up and monitor payment arrangements and maintain computerised records to ensure prompt identification and recovery.
8. Deputise for the Former Tenant Arrears Officer.
9. Assist in providing support to the business functions within Tenancy Services.

## **Key Accountabilities**

1. Control all aspects within Tenancy Services of garages let to the private sector. Monitor rent arrears and complete arrears progression. Work to achieve annual rent collection targets. Issue legal notices. Arrange repossession of garages for rent arrears including lock changes and refer to the Neighbourhood Housing officer issues concerning cars or other goods left in garages.
2. Be familiar with current housing and housing benefit IT packages. Maintain relevant databases for monitoring purposes.
3. Maintain the garage waiting list on Housing IT Management System, by receiving applications. Check applications if applicant is an existing tenant, or has a history of arrears or anti-social behaviour.
4. Ensure garage void times are kept to a minimum and process the termination of tenancy by receiving garage keys, terminate the tenancy on the Housing IT Management System and ensure that garage keys are issued for inspection. Ensure repairs are completed to the empty garage promptly.
5. Develop an innovative approach with regard to rent arrears including raising awareness and assisting in the development of policies and procedures in relation to these debts.
6. Allocate vacant garages to applicants by issuing paperwork and keys promptly to colleagues and liaising with prospective tenants.
7. Once the garage has been let ensure details are logged onto the Housing IT management System.
8. Be a point of contact to deal with general enquiries to do with garages and occasionally make site visits.
9. Maintain data bases, produce statistics and provide information about the demand for garage sites and to assist in the future strategy for garages.
10. Collect payments to include phone payments, cash and cheques from both current and former tenants, set up payment arrangements including direct debits.
11. To actively pursue all arrears via all communication methods, include telephone calls, letters, personal visits, email and text messaging.
12. Assist officers in the recovery of rent arrears including arrears progression and rent-free week reminder letters and charges.
13. Assist in the production of rent statements and letters.
14. Deputise for the Former Tenant Arrears Officer.

15. Assist in providing support to the business functions within Tenancy Services.
16. Undertake any other duties allocated by a supervisor, which are appropriate to the grading level of this post.

### **Supplementary Accountabilities**

1. Train other colleagues in all aspects relevant to the above duties as appropriate.
2. To participate in equality and diversity training and other training, information briefings and team meetings when required.
3. Maintaining awareness of the Tenant Participation Agreement for Swindon and, where required, assisting with the achievement of targets and commitments.
4. Work within the agreed confidentiality policy and protocols.
5. To promote equality and diversity best practice in all areas of work.
6. Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
7. In accordance with provisions of the Health and Safety at Work Act 1974 and the Management of Health and safety at Work Regulations 1999, you must take reasonable care so not to endanger yourself to other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.
8. Undertaking any other duties that can be accommodated within the grading level of the post.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

1. IT literate in windows-based systems.
2. Considerable experience working with the public.
3. Good inter-personal skills and the ability to interact with people from a wide range of backgrounds.
4. Ability to work to deadlines in a busy environment.

5. Substantial experience of working in an office environment.

### **Qualifications**

1. 2 GCSE's or equivalent in Math's and English Language grade C or above.

### **Decision Making**

1. Garages only; decisions are made on serving legal notices and authorisation of lock changes to take possession of garage.
2. Making decisions in regard to debts that maximise income for the Council without causing known financial hardship for the current or former tenant.
3. Dynamic Risk assessment in the terms of health and safety.
4. This role is mainly concerned with providing information and administrative support to the team and tenants on related matters. Decision making is very limited as procedures are laid down for all activates. The wrong information or advice can lead to poor customer service.

### **Contacts and Relationships**

Main contact is with tenants giving routine advice and information over the phone and filing in routine forms. Most advice and assistance comes from Neighbourhood Housing officers who they work most closely with. On occasion Neighbourhood Housing managers will have to offer advice.

### **Creativity and Innovation**

1. Improving our current procedures for routine enquires.
2. Assisting in the development of the service.

### **Health and Safety**

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

## Data Protection

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

<b><u>Job Scope</u></b>		
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• Officer is responsible for the management of approximately 3000 council garages</li></ul> <b>Typical tasks supervised / allocated to others</b> <ul style="list-style-type: none"><li>• Referrals to specialist staff or external agencies</li></ul>	<b>Budget Holder Responsibility</b>  :	No  .

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	