



Housing Renewals Support Officer

Salary: Band 6 - £28,239 - £32,061 p.a.

Hours per week: Your contractual hours are 37 per week, which are to be worked in accordance with the flexible working hours' scheme and the needs of the Service. We will accept applications for part-time hours.

Office attendance is required minimum 2-days a week for full time staff, this remains flexible, subject to business needs.

Location: Civic Offices, Portsmouth

Contract type: Fixed Term Contract/Secondment for 12 months

The Service:

The Private Sector Housing Team offers a wide range of services with the aim of improving living conditions for people in their homes.

The Housing Renewals team support with Disabled Facilities Grants (DFGs) across Portsmouth, Fareham and Gosport. The primary focus is to support independent living and improve quality of life through adapting properties for peoples changing needs; often for people who are elderly or vulnerable. We provide a Home Improvement Agency service to help with the grant application forms, as well as specify the works, finding suitable builders to carry out the works, and to check that the works are progressing and completed as they should be.

What is the role?

An exciting opportunity has arisen to join Portsmouth City Councils Housing Renewals service, which forms part of the Private Sector Housing Team.

You will work proactively within the Housing Renewals team's Home Improvement Agency service to support applicants through the adaptation process.

Your role will include:

- Reviewing Occupational Therapist referrals and recommendations for adaptations, typically the removal of a bath and replacement with a level access shower.
- Visiting applicants' in their home to assist with completing grant application forms to fund the required adaptations, ensuring accuracy and attention to detail.
- Communicating with the grant applicant and the Occupational Therapist (OT) about the process and the required adaptations
- Carrying out basic visual surveys—typically of bathrooms—and recording relevant notes based on the recommendations of the Occupational Therapist.
- Using these notes to prepare a simple plan and specification for the required adaptations using standard templates.
- Contact contractors to obtain quotes for the work.
- Track the progress of the works, communicating with the contractor and the grant applicant where necessary, and check that the adaptations are completed in-line with the specification.
- Complete forms to confirm the adaptations are finalised and meet the specification, and to arrange for the payment of the grant to be processed by others.



This is a chance to join a well-established and supportive team and make a real difference to people's lives in Portsmouth, Fareham and Gosport —a role that's both meaningful and rewarding.

Who is the person?

You need to:

- Hold a full driving license, as driving is an essential part of the role.
- Have excellent people skills with the ability to talk to an array of people including vulnerable clients, contractors, and other professionals. You must have a calm, professional and empathetic manner to be able to understand the situations of our customers and other stakeholders and be able to communicate clearly and concisely with them.
- Have excellent literacy and numeracy skills and attention to detail.
- Experience of maintaining accurate case records, and ensuring that sensitive data is handled in line with information governance requirements.
- It would be desirable to have knowledge or experience of working with Housing Grants, specifically Disabled Facilities Grants, although this is not essential.
- Have a good working knowledge of Microsoft Packages (to include Word, Outlook, Excel) and databases (we will be using IDOX Uniform). Experience of using basic drawing programmes is also preferable.
- Have strong observational skills with the ability to take clear and accurate notes.
- Be highly self-motivated and able to organise and prioritise your own workload.
- Have a basic knowledge of building construction and home adaptations is desirable.
- The ability to converse at ease with customers and provide advice in accurate spoken and written English is essential for the post
- Experience of reading and understanding policies with the ability to applying those policies to real life situations.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).