

JOB DESCRIPTION

Job Title	Senior Business Support Assistant - DFG		
Directorate	Adults Operations		
Reporting to	DFG Manager		
Grade	14		
Evaluation ref:	AG0250	Job Family ref:	
Role Purpose			
The purpose of this role is to provide a high-quality advice service, coordinating the Home Adaptation service, focus on promoting financial assistance funding options available and solutions to client queries relating to home adaptations and improvements. Making homes safer, warmer and more accessible. It will primarily involve administrative support and advice for all grant funding requests coming into the home adaptation team, which will include the logging of referrals, dealing with enquiries, managing client records, carrying out financial means test assessments and keeping people regularly updated on the status of their grant applications. The role will support the home adaptation team in compliance with all relevant regulations, such as the Housing Grants, Construction and Regeneration Regulation 1996.			
Accountabilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all. Establish a good working relationship with relevant Local Authority departments (Housing, Social Services and Grants), Health Services, Hospitals, Housing and Voluntary Groups who are in contact with the customer group. This may include attending health intervention/client meetings. Prepare and present written reports to clients, colleagues and management, on aspects of individual cases and the overall service to keep them appropriately informed and up to date, in the form of a telephone call, in writing, in person or by email. To maintain accurate and comprehensive records of all housing applications, assessments, decisions, and outcomes. Using the case management system to record and update information in a timely and consistent manner.			

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Provide administrative support and advice to colleagues for the preparation of applications, reports, funding applications, and other documents.

Knowledge of property records and databases, to provide timely and accurate information to building schemes, assist in financial tasks such as raising purchase orders correctly on Dynamics 365, budget tracking and that all invoices are processed without delay.

Liaise with suppliers and place orders as and when required.

To respond to land charge enquires from clients and solicitors acting on behalf of clients who are selling their property in order that the Council can reclaim any grants or equipment, requesting payment of any grant monies, process payment and discharge of the land charge.

Accurately conduct Disabled Facilities Grant financial means test assessments and provide informed decisions in relation to financial assistance outcomes and awards.

Build rapport with clients and their families, linking in with statutory agencies, social housing providers, private landlords, Hospitals and community health care services and voluntary sector support providers who may impact on projects.

Maintain confidentiality and comply with data protection regulations.

Monitor own caseload, working to targets, assessing, and reviewing priorities.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Equality and diversity issues and an understanding of the relevance to a housing advice service.	Essential	
Understanding of housing related repairs, home adaptations and building projects		Desirable
Experience		
Experience of working in a highly regulated, process driven and customer-orientated service environment.	Essential	
Experience of datasets, databases and can interpret data.	Essential	
Experience of using a wide range of computer software	Essential	

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Experience of having excellent communication and interpersonal skills being a clear and effective communicator at all levels including the ability to explain information clearly to others.	Essential	
Experience of having the ability to work in a team and manage multiple tasks simultaneously.	Essential	
Experience of having the ability to keep accurate records, take minutes and prepare reports.	Essential	
Qualifications / Registrations / Certifications		
Previous experience in a similar role, ideally within a council, home improvement agency or related sector.		Desirable
Knowledge of relevant local and national legislation and guidelines		Desirable
Skills		
Excellent communication skills, putting clients at ease, providing concise and accurate information to update them on their case, or to provide information which enables them to make informed choices	Essential	
Proficiency in Microsoft Office, Outlook and database management.	Essential	
Resourceful, solution focused, persuasive, and skilled in overcoming barriers.		Desirable
Ability to prioritise workload, manage time effectively, and meet deadlines.	Essential	
Ability to maintain and have attention to detail and add timely case notes and other evidence-based records.	Essential	
Ability to work as part of a team, be flexible, use initiative, and work with limited supervision.	Essential	
Excellent organisational and administrative skills.	Essential	
Experience of working with advocates who act on behalf of the service user.		Desirable

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Working Conditions

Hybrid working, such as working from home and other office locations as where required.

Car essential.

Dimensions of the role

This role is responsible for providing administrative support to the team and advice for all grant funded building repair, home improvement and adaptation work. Delivering grants and loans to vulnerable people and applicants who meet the essential criteria, principally through Disabled Facilities Grants (DFG) in accordance with the Housing Grants, Construction and Regeneration Act 1996 and Care Act 2014 and other relevant policies and best practice, across all tenures. Enabling people to remain in their own homes.

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

To be added by Reward team.

Date: 29th September 2025