

Job Description

JOB TITLE	Housing Allocations Officer
REPORTS TO	Housing Allocations and Prevention Team Leader
DIRECT REPORTS	n/a
INDIRECT REPORTS	n/a

PURPOSE OF THE JOB ROLE

To be responsible for administration, assessment and allocation of the Housing Register and Allocations service in delivering an effective and responsive service to local residents with a housing need.

Under the guidance of the Housing Allocations and Prevention Team Leader, the post-holder will be responsible for undertaking case by case allocations of nominations via the Housing Register and maintenance of the same to ensure the service is responsive to client needs within available resources ensuring agreed team plans and performance targets are delivered.

This will involve carrying and managing a case load, working with individuals, supporting and directing customers to access a broad range of housing options and where appropriate, making relevant onward referrals and signposting to other services. The post holder will ensure statutory requirements are met and local team targets are delivered through case work.

MAIN DUTIES AND RESPONSIBILITIES

- To investigate and assess all applicants under the Housing Act 1985 and Housing Act 1996 (Part VI) to assess whether housing is required. This may include interviewing applicants to determine their eligibility, making detailed enquires to other organisations to verify information, and carrying out home visits in order to confirm/evaluate housing circumstances, if required.
- To prioritise all applicants in the appropriate category and banding in line with the Council's allocations policy and other guidelines. To write and serve decision letters on all applications, explaining the reasons for their decision and advising them of their right to review.
- To make appropriate and timely nominations in response to all requests received from partnering housing associations that the Council has nomination rights to.
- To effectively administer the housing allocation process to minimise voids periods.
- To support the placing of households into emergency accommodation where required by the Housing Options Service
- To provide accurate advice to households regarding their nomination and the consequences of refusals.
- To make all necessary referrals to relevant services or departments, including the Council's medical officer, social care services and Housing Options Services, and investigate high need or exceptional cases.
- To amend and update cases, applications and nominations on the Jigsaw EHR/Atlas system.
- Under the direction of the Housing Allocations and Prevention Team Leader manage case load in accordance with expected standards of timeliness and quality and to adhere to agreed procedures at all times, including maintaining effective record keeping.
- To provide information to enable responses to complaints, Members Enquiries and ombudsman enquiries.

- To demonstrate cost-consciousness in carrying out all duties enabling temporary housing costs to be reduced wherever possible.
- Follow direction regarding the introduction of legislative changes.
- Support effective working relationships with all partners and stakeholders.
- Attend meetings as required (including those out of office hours) and represent the Council at Court hearings, as and when required.

This job description outlines the main duties and responsibilities but does not detail every task required for service delivery. You may be asked to take on additional duties at an equivalent level, on a temporary or permanent basis.

GENERAL RESPONSIBILITIES

Standard responsibilities that apply to all council staff or specific groups are set out in the [Employee Handbook](#), these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values
- Budget management
- Specific responsibilities for managers

Local operating procedures and specific activities/tasks will be supplied by the service.

PERSON SPECIFICATION

<p>Qualifications/Education/Training</p>	<p>Essential:</p> <ul style="list-style-type: none"> • 4 GCSE's including Maths & English • Educated to A-level / NVQ Level 3 or • Experience in relevant field. <p>Desirable:</p> <ul style="list-style-type: none"> • Housing Qualification attained or currently being studied • Experience of drafting reports, policies and procedures and of meeting deadlines • Experience of achieving successful results and outcomes against targets.
<p>Experience</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of working in a busy, front line, customer-focused team. • Experience in a performance driven environment to meet

	<p>targets and a proven track record in managing and motivating a team to improve performance.</p>
<p>Skills, Abilities and Competencies</p>	<p>Essential:</p> <ul style="list-style-type: none"> • A comprehensive understanding and awareness of housing issues, and of government policy relating to homelessness. • A sound working knowledge of the Housing Act 1996 Part VI and Localism Act 2011 • Detailed understanding of domestic abuse and good practice • Ability to collate, analyse and report on statistical data as required • Excellent IT skills and experience of a range of IT products, including Word, Excel and Housing Management Information Systems to a competent and confident level. • Effective communication skills, orally and in writing, and experience of giving presentations to various bodies. • Excellent customer care skills and ability to inspire this focus in others. • Excellent oral communication skills and experience in dealing with sensitive or aggressive customers to resolve difficult situations • Ability to demonstrate effective negotiation and influencing skills. • Must be motivated and organised with a professional approach, able to effectively

	<p>manage time, prioritise and delegate.</p> <ul style="list-style-type: none"> • Understanding of diversity issues and addressing the needs of various stakeholders. • Knowledge of Health and Safety policies and procedures. <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to shape and to follow policies and procedures.
Specific Working Requirements	<p>Essential:</p> <ul style="list-style-type: none"> • Must be able to work from any Borough site as required <p>Desirable:</p> <ul style="list-style-type: none"> • Clean driving licence with Business Insurance use

OTHER/SPECIAL REQUIREMENTS FOR THIS ROLE	
DBS check required for this role	Basic
Is this role “politically restricted”?	No

ADDITIONAL JOB DETAILS	
Job Grade	6
Directorate	Place
Service Area	Housing and Public Protection