

Job Description

JOB TITLE	Housing Options Assistant
REPORTS TO	Housing Options Team Leader
DIRECT REPORTS	n/a
INDIRECT REPORTS	n/a

PURPOSE OF THE JOB ROLE

To provide administration and support to the Housing Options Team to ensure delivery of an effective and efficient housing options, homelessness prevention, statutory homelessness and allocations service in order to meet the Royal Borough's responsibility to deliver its statutory functions and housing services.

MAIN DUTIES AND RESPONSIBILITIES

- To assist the Housing Options Officers to provide members of the public with general housing and homelessness advice, assistance to prevent homelessness and guidance on the Council's housing allocation policy
- To provide initial advice and assistance on the range of housing options which may be available to customers in order to achieve rehousing or alternative solutions to their housing problem
- To assist the Housing Options Officers in regard to preventing or relieving homelessness. This may include completing referrals for customers to the appropriate agencies, accommodation providers and contacting landlords or other organisations as appropriate
- To assist the Housing Options Officers and Accommodation Officers with obtaining information from customers such as identification, bank statements, proof of address and medical information
- To support customers in temporary accommodation to complete an online housing register application
- To gather information to support the response to written and verbal housing enquiries from the public, other Council staff, statutory agencies and other bodies, within corporate timescales
- To maintain accurate written and computerised records about the progress and outcome of cases
- To assist with the administration of the Interest Free Loan scheme, Spend to Save scheme and Local Welfare Provision
- To assist officers with the rehousing of clients by searching for properties within the social and private rented sectors. This will include maintaining a list of availability and could include liaising with landlords about potential tenants

- To create strong working relationships with letting agents and landlords to enable clients to access the private rented sector
- To maintain knowledge of available housing options, how to access such accommodation and eligibility criteria
- To support the collation of statistics for monthly and quarterly key performance indicators
- To participate in the Housing Options Duty phone rota, office cover, answering phone calls and directing enquiries to the relevant team
- To liaise with internal and external agencies to set up meetings, draft meeting agendas and take minutes
- To assist the Head of Service, Service Manager and Team Leader with day to day tasks as appropriate to the post and grade
- Any other duties appropriate to the post and grade

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:

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

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

PERSON SPECIFICATION

Qualifications/Education/Training	<p>Essential:</p> <ul style="list-style-type: none"> • Educated to 5 GCSE's (grades 4-9 or A-C) or equivalent <p>Desirable:</p> <ul style="list-style-type: none"> • Housing Qualification
Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of accurate record keeping and recording of information • Experience in providing an effective customer focussed service • Experience of having worked with customers experiencing difficult and challenging situations, whilst remaining polite and professional at all times

Humility, Empower, Respect, One Team.

	<ul style="list-style-type: none"> • Experience of using Microsoft Office including Outlook, Word, Excel, PowerPoint, SharePoint and Teams
Skills, Abilities and Competencies	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent communication skills and experience of working with customers both face to face and by telephone • Ability to work as part of a team. Having a 'can do' attitude as well as being a team player who is self-motivated but can work independently with minimal supervision • Excellent organisation skills with the ability to prioritise work and meet defined timescales and deadlines • Be passionate about helping people and with a positive attitude at work and help create a positive atmosphere <p>Desirable:</p> <ul style="list-style-type: none"> • Understanding of the role of the Council in providing housing services to its residents • General housing law and understanding of homelessness
Specific Working Requirements	<p>Essential:</p> <ul style="list-style-type: none"> • Must be able to travel to sites/homes around the Borough in an efficient manner. • Attend pre-arranged out of hours interviews and meetings 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	3
Directorate	Place
Service Area	Housing and Public Protection