

# Job Description

<b>JOB TITLE</b>	Housing Reviews and Complaints Officer
<b>REPORTS TO</b>	Housing and Public Protection Business Improvement Manager
<b>DIRECT REPORTS</b>	n/a
<b>INDIRECT REPORTS</b>	n/a

## PURPOSE OF THE JOB ROLE

Responsible for carrying out enquiries into reviews of applications made under the Housing Act 1996 as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017 and have regard to the Code of Guidance 2017.

Working with the teams within Housing Operations, the post holder will be responsible for carrying out thorough investigations of reviews requested under both part 6 and part 7 of the Housing Act as amended, ensuring that all review decisions are legally robust and are issued within statutory guidelines.

The post holder will also take a lead on investigating, engaging with and responding/compiling draft responses to complaints regarding the Housing and Public Protection Service made through the corporate complaints procedure.

The officer will actively promote best practice and identify training options to ensure continuous service improvement in the Housing Service,

The officer will also develop, lead on and supervise staff on training, creating training events based on case outcomes, case law and statutory updates, feedback from the Local Government Ombudsman and feedback gained from reviews and complaints.

## MAIN DUTIES AND RESPONSIBILITIES

- To report to the Housing Strategy Performance and Inclusion Manager, investigating and assessing applications for review of decisions and other matters subject to review, making enquiries as necessary to determine the extent of the council duties and powers, and drafting complex decision letters with full reasons.
- To ensure that the council meets its legal responsibility to carry out enquiries into reviews requested under part 6 and 7 of the Housing Act 1996 as amended.
- To work as part of team and to effectively manage a review caseload with full regard to the individuality of those cases.
- To sensitively and thoroughly interview housing applicants seeking review, where necessary following a regulation 7(2) minded to notification or more generally and keeping full and accurate records of such interviews.

- To be responsible for the thorough investigation of reviews and recommend the appropriate outcome ensuring compliance with the regulatory framework, statutory deadlines and the Code of Guidance.
- To comply with administrative procedures for the conduct of reviews including contributing to the ongoing improvement and development of those procedures
- Receive and record all relevant incoming concerns, compliments, issues and complaints received, face to face, by letter, telephone, fax, social media or email liaise with service area as appropriate
- Maintain an accurate case management process so that involvement and resolutions in cases can be closely tracked.
- Quality check responses sent out from services
- Track improvement actions
- Ensure vexatious complaints/complainants are recorded and managed and be the liaison point for vexatious customers
- Prepare statistical information for monitoring and reporting on complaints, including volumes, themes, SLAs etc.
- Co-ordinate responses from multiple teams so a single response is sent
- Liaise with the Corporates Complaints Team to ensure effective referral to the Local Government Ombudsman where appropriate
- To produce and maintain electronic records relation to the service and use the relevant IT systems to record and interrogate data.
- To work closely with the Housing and Public Protection Service to gain and develop a robust interpretation of complex legislation and the statutory duties of the council on relevant legislation and enactment of law and ensure implementation of any subsequent changes arising from amendments in statute and guidance.
- To compile and present a monthly report of complaints and review requests received, the timescale for responses and decision outcomes for presentation to the Assistant Director of Housing and Public Protection, Housing Operations Manager and Housing Strategy, Performance and Inclusion Manager
- To formulate a yearly training plan for Housing Options Staff with Monthly interactive training sessions based on the statutory elements of homelessness decision making.
- Following interactive training sessions compile competency reports identifying officer technical strengths and weaknesses for use by the Housing Options Team Leader and Housing Operations Manager.
- At the request of the Housing Options Team Leader develop and provide area specific training sessions for staff with the Housing Options Team.
- In collaboration with the Housing Options Team Leader ensure that H-Clic reports a submitted in a timely manner
- Analyse H-Clic error reports for data quality and integrity. Use analysis to develop and carry out officer training to ensure Jigsaw contains robust data
- Keep up to date with developments in case law applicable to homelessness decision making and allocations and ensure Housing Options Team staff are briefed of any new cases and developments
- Attend meetings both within and outside the council to promote the work of the Team and to provide advice regarding the duties and responsibilities pertaining to Housing Legislation and tenancy matters.
- To liaise with and respond to enquiries from various voluntary and statutory agencies with regard to or on behalf of customers. This may include MP's, Councillors, Citizens Advice, Social Services, Health, Education, Probation, Landlords and Solicitors.

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- To represent the service at meetings/case conferences as appropriate and to participate in training, train/and or induct other officers in the role/function.
- To carry out home visits which may or may not be in the borough.

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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| <ul style="list-style-type: none"> <li>• Corporate management</li> <li>• Information governance compliance</li> <li>• Whistleblowing</li> <li>• General Safeguarding Statement</li> <li>• Project and work management</li> <li>• Working in a team</li> </ul> | <ul style="list-style-type: none"> <li>• Risk management including Health &amp; Safety</li> <li>• Business continuity</li> <li>• Equality of Opportunity</li> <li>• Our corporate values</li> <li>• Budget management</li> <li>• Specific responsibilities for managers</li> </ul> |
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Local operating procedures and specific activities/tasks will be supplied by the service.

### PERSON SPECIFICATION

<b>Qualifications/Education/Training</b>	<ul style="list-style-type: none"> <li>• English and Maths GCSE or equivalent</li> <li>• Level 3 NVQ in relevant housing subject or compensatory experience</li> <li>• Detailed knowledge of relevant housing legislation across a number of disciplines</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of legal procedures and Court work in relation to homelessness appeals und S.204 Housing Act 1996</li> <li>• Expert knowledge of housing needs assessment, the prevention of homelessness and the requirements of the Homelessness Reduction Act 2017</li> <li>• Detailed knowledge of landlord and tenant law, rights of occupation in the private rented sector and the</li> </ul>

	<p>Protection from Eviction Act 1977</p> <ul style="list-style-type: none"> <li>• Detailed knowledge of Housing Act 1985, Pt VI and Pt VII Housing Act 1996, accompanying statutory instruments, codes of guidance and associated case law.</li> <li>• Knowledge and understanding of the Housing and Public Protection Services objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises</li> </ul>
<b>Skills, Abilities and Competencies</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both orally and in writing.</li> <li>• Problem solving in a fast-paced environment</li> <li>• Ability to work effectively as part of a team</li> <li>• Ability to effectively manage a caseload of reviews, meeting continuously moving and competing deadlines and priorities</li> <li>• Awareness of issues and problems facing local government</li> </ul>
<b>Specific Working Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel to clients' homes as required</li> </ul>

<b>OTHER/SPECIAL REQUIREMENTS</b>	
DBS check required for this role	Basic
Is this role "politically restricted"?	No

<b>ADDITIONAL JOB DETAILS</b>	
Job Grade	8
Directorate	Place

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**Service Area**

Housing and Public Protection