JOB DESCRIPTION

JOB TITLE: Housing Options Assistant
POST NO:

DEPT/SECTION: Housing Services/Housing Options Team
GRADE/SCALE: 4

RESPONSIBLE TO: Team Leader
RESPONSIBLE FOR: N/A

MAIN PURPOSES OF POST

To provide an administrative service for the Housing Options Team which includes:

- To meet and greet customers in the Housing Options Centre and to provide housing advice and information on the CBL scheme in a customer focused environment.

- To provide administrative support to the Team, including data-inputting and assisting with the assessment of housing applications received

DUTIES AND RESPONSIBILITIES

Duties and responsibilities must be undertaken to comply with Council policies and procedures.

1. To meet and greet customers in the Housing Options Centre and to provide housing advice across all tenures.

2. To assist customers with ‘bidding’ for properties.

3. To issue housing application forms to customers and to advise and assist them in completing these.

4. To input housing applications onto the system in accordance with procedures.

5. To assist Housing Options Officers with the assessment of housing applications.

6. To assist the Housing Allocations Officers with the advertising of properties.

7. To provide general administrative support to the team, including responding to customer enquiries, maintaining files and associated documentation and preparation of sign-up documents.

8. To form part of a rota to provide administrative support and front-line cover across the Housing Options and Housing Allocations Teams.

9. To deal with enquiries on all Housing and Council services and where appropriate, referring any more complex enquiries to the appropriate Council Service, including arranging interviews if necessary.
10 To liaise with a wide range of other service providers of the Council and other agencies and organisations as appropriate.

11 To ensure that the Housing Options Centre is stocked with the appropriate literature and information and that it is all current.

12 To maintain records of all work undertaken for monitoring purposes and to compile reports for management as required.

13 To record and report safeguarding concerns in line with policy and procedures.

14 To be aware of the operational requirements of data protection and storage of personal information, to advise a senior officer of any actual or potential breach and, where necessary, to delete data under the direction of a line manager.

15 Any other duties which are similar in level of responsibility.

16 The following requirements are expected of every employee:

The following requirements are expected of every employee:
• To participate in the improvement initiatives of the Council and the Service.
• To use the Council's computer systems in respect of the duties of the post and to have particular regard to duties of confidentiality and the Data Protection Act.
• To be aware of, and implement the procedures relating to health and safety.
• To attend in-service training as required.
• To be aware of, and implement, the Council's Equal Opportunities Policy.
• To work flexibly within the team.

SPECIAL FEATURES OF POST

17 You may be required to work out of normal working hours, for which time off in lieu will be given.

18 You may be required to carry out your duties at your present workplace or some other Council site.
PERSON SPECIFICATION

JOB TITLE: Housing Options Assistant

SERVICE and SECTION: Housing Services – Housing Options Team

SKILLS/KNOWLEDGE/ABILITIES - ESSENTIAL

1. Excellent organisational and admin skills.
2. The ability to input and extract data from manual and computer based systems.
3. Excellent customer care skills.
4. A high level of communication and interpersonal skills.
5. The ability to maintain clear and accurate manual and ICT records.
6. An ability to work under pressure.
7. The ability to work as part of a team and on own initiative.
8. An awareness of equalities and diversity and a commitment to implement the Council’s equalities and diversities policies.

SKILLS/KNOWLEDGE/ABILITIES - DESIRABLE

9. Knowledge of the roles and responsibilities of local authority social housing providers, particularly allocations.

EXPERIENCE - ESSENTIAL

10. Using IT systems, including Word, Excel, Access, Powerpoint and Outlook.
11. Working as part of a team
12. Receiving and dealing with people on a daily basis sympathetically and effectively in person and over the telephone and dealing with their enquiries.
13. Working in a customer focused environment.

EXPERIENCE - DESIRABLE

15. Working in a social housing setting.

QUALIFICATION/TRAINING - ESSENTIAL
Minimum of 4 GCSEs Grade A to C or equivalent, including English and Maths.

QUALIFICATION/TRAINING - DESIRABLE

Customer care training