JOB DESCRIPTION

JOB TITLE: Housing Allocations Officer
DEPT/SECTION: Housing Services/Housing Options Team
POST NO:
GRADE/SCALE: 6

RESPONSIBLE TO: Team Leader – Housing Allocations
RESPONSIBLE FOR: N/A

MAIN PURPOSES OF POST
To assist management in the allocation and letting of properties through the Council’s Choice Based Lettings Scheme, in accordance with the Council’s Allocations Policy and to give housing advice and assistance.

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

1 To provide advice and assistance to customers and applicants on all their housing options, and to suggest possible appropriate solutions.

2 To liaise with other agencies and organisations in order to ensure that customers and applicants receive the appropriate advice and assistance and to signpost customers to other services.

3 To assist applicants and customer ‘bidding’ for properties and to place proxy bids on their behalf as required.

4 To prepare adverts for properties to be advertised through the CBL scheme and to take photographs as required.

5 To draw up ‘shortlists’ for properties in accordance with policies and procedures and to contact applicants to arrange property viewings.

6 To carry out accompanied property viewings.

7 To complete sign-ups

8 To amend and update housing application forms.

9 To carry out pre-registration and pre allocation checks and to liaise with other Council’s Sections as required, for example rents.

10 To carry out pre termination visits.

11 To liaise with other partner organisations involved in the CBL scheme.
12 To identify homeless and potentially homeless persons and refer to the homelessness section as appropriate.

13 To administer mutual exchanges in accordance with procedures.

14 To deal with requests for changes to tenancies, for example, successions, terminations and assignments, in accordance with procedures.

15 To prepare information for reports for monitoring purposes.

16 To liaise with the Neighbourhoods Team regarding tenancy support, tenancy management and safety issues.

17 To maintain records of all work undertaken for monitoring purposes and to compile reports.

18 To provide cover to the Housing Options Team as required

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

20 To recognise opportunities for the promotion of the service, suggest ideas to senior management and prepare draft information for publication under guidance from senior officers.

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

22 The following requirements are expected of every employee:-

- To participate in the Council’s Quality Initiatives.
- To use the Authority’s Computer Systems in respect of the duties of the post and to have particular regard to 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**

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

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

25 The job requires the use of a private vehicle for work purposes.
PERSON SPECIFICATION

JOB TITLE: Housing Allocations Officer

SERVICE and SECTION: Housing Services – Housing Options Team

SKILLS/KNOWLEDGE/ABILITIES - ESSENTIAL

1. A good working knowledge of housing issues particularly in relation to the allocation of accommodation.

2. Excellent verbal and written communication skills, including the ability to communicate clearly, sensitively and effectively with people having a broad range of roles and capabilities.

3. Excellent proven customer care skills.

4. The ability to prepare detailed and accurate information and reports for management use.

5. The ability to integrate into a team and be responsive to the demands of a high quality Housing Service.

6. The ability to work effectively in a very busy working environment, to prioritise workloads and to prioritise competing demands.

7. The ability to operate ICT systems (e.g., Word, Excel, databases, specialist case management systems such as E-CINS or ReAct).

8. The ability to identify and contribute towards service improvements.

9. Understanding and sensitivity to confidentiality and data protection.

10. An awareness of equalities and diversity and a commitment to implement the Council’s equalities and diversities policies.

SKILLS/KNOWLEDGE/ABILITIES - DESIRABLE

11. A knowledge of local government and support agencies related to social/housing/health problems.

12. Ability to involve and encourage tenants to participate in the management and development of the Housing Service.

EXPERIENCE - ESSENTIAL

15. A minimum of one year working in a similar or related field/environment with significant and relevant experience.
16 Interviewing members of the public.
17 Dealing with people across a broad range of housing and/or other work related situations.
18 Experience in working within a performance management framework.

**EXPERIENCE - DESIRABLE**

19 Minimum of a year working for a social landlord.
20 Providing housing advice and information to members of the public, both by written and verbal communication

**QUALIFICATION/TRAINING - ESSENTIAL**

21 A current full driving licence.
22 Minimum of 4 GCSEs Grade A to C or equivalent, including English and Maths, plus an NVQ 3 or equivalent.

**QUALIFICATION/TRAINING - DESIRABLE**

23 BTEC/Level 3 in Housing Studies or equivalent housing qualification recognised by the Chartered Institute of Housing.