



RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.**Post Title:** Housing Reviews and Quality Assurance Officer**Unit/Team:** Housing Advice and Enabling**Grade:** F**Service:** Communities & Homes**Reports to:** Housing Advice and Enabling Manager**Issue Date:** July 2025

PURPOSE OF THE JOB

Broadly, the post holder will support delivering the strategic aims of the Communities & Homes Service in respect of:

Main Purpose of the Post: To be responsible for the statutory independent reviews function in relation to the Housing Act 1996 (as amended) Part VII homelessness decisions, & Part VI housing allocations, ensuring that decisions are consistent with the council's statutory responsibilities & allocations scheme. To ensure that outcomes are linked to service improvement, training, coaching and mentoring of staff across the housing options teams. To implement the statutory reviews provisions of homelessness legislation, taking account of the codes of guidance, case law and policy. The post holder will require comprehensive and expert knowledge of housing functions and related law and statutory guidance, sufficient to handle legal challenges.

The role includes developing, implementing compliance programs, conducting audits, and providing guidance to staff on improving the quality of government required data return and homeless decision making.

- Assessing and providing analysis of the increasing demand of homeless applications and ensure compliance with legal standards and internal policies within the housing service
- To enhance the quality and reliability of data reporting to central government through the development and implementation of quality assurance frameworks
- Completion and submission of key housing statistic returns to government;
- To manage the audit processes of homeless services, ensuring that decisions made under Section 202 and other relevant housing legislation are timely, accurate, and compliant
- To mitigate risks associated with data reporting and service delivery, thereby safeguarding the council's fiscal responsibilities and enhancing service outcomes for homeless individuals

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To take a primary role in improving the quality of services provided to homeless individuals through consistent quality assurance processes, ensuring compliance with local and national standards
- 1.2 To ensure timely and accurate reporting of HCLIC data to central government, enhancing transparency and accountability within the organization.
- 1.3 Conduct regular reviews of homeless services to assess quality and compliance
- 1.4 Collaborate with frontline staff to identify service delivery challenges and develop actionable solutions
- 1.5 To prepare case files for Court in response to litigation and to help provide guidance to counsel on behalf of the authority and for such guidance to be in relation to the interpretation of the Council's procedures and policies as well as detailed information on the matter under litigation
- 1.6 Conduct quality and audit and assurance checks to HCLIC data returns and develop action plans around the primary causes of homelessness
- 1.7 Provide training and support to staff on data collection and reporting processes.
- 1.8 Provide monthly government data returns on rough sleeper data and additional reporting functions such as the additional homeless pressures reporting
- 1.9 Implement quality assurance frameworks to monitor service effectiveness and identify areas for improvement on service delivery & service KPIs
- 1.10 To assist with complaints handling, ombudsman enquires in relation to housing an homeless applications subject to review and legal challenge
- 1.11 To keep accurate records of all sites with an element of affordable housing from inception through to completion, including quarterly monitoring of affordable housing completions across the borough, cross-checking this with data collected by the planning teams in to inform internal and external statistical returns
- 1.12 To maintain an understanding of up to date housing and homeless case law and ombudsman complaint decisions
- 1.13 To support and develop a case law data base to help develop best practise in homeless & allocation decision making

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 To be aware of Health and Safety legislation and ensure compliance with the Health and Safety at Work Act, the Council's Safety Policy and the Departmental Safety policy.
- 2.2 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.

3. SUPERVISORY RESPONSIBILITIES

There are none

4. FINANCIAL RESPONSIBILITIES

There are none

5. RESPONSIBILITY FOR ASSETS AND DATA

Responsible for all data and equipment used within the duties of the role

6. EXTENT OF PUBLIC CONTACT

Key stakeholders & registered providers

7. WORKING CONDITIONS AND ENVIRONMENT

The post holder will be expected to work flexibly to meet the needs of the service and may, from time to time, be expected to work unsociable hours, including evenings, weekends and bank holidays.

The post holder will be required to work alone frequently, and to adhere to the lone working policy.

The post holder will be required to perform other such duties as appropriate to the qualifications, experience and salary band as may be reasonably required.

The post holder will be responsible for ensuring their own health and safety.

The post holder will be expected to comply with Council policy at all times including in relation to their responsibilities for safeguarding and promoting equality.

The post holder will be expected to adopt and work in accordance with the Council's values.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management

Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager.

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Housing Reviews and Quality Assurance Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Professional Qualification of either Chartered Institute of Housing	E	A,I
Demonstrable experience of s202 homeless reviews & part VI allocation reviews	E	A,I,T
Knowledge and application of the Housing Act 1996 Part VI and Part VII as amended	E	A,I,T
Experience and ability to analyse performance management information and make recommendations for improvements	E	A,I
Ability to communicate effectively, orally and in writing	E	A,I
Possess strong negotiation and influencing skills	E	A,I
IT skills in using excel, letter writing and case management systems	E	A,I
Drive and enthusiasm to do the job well and improve service delivery.	E	A,I
Take responsibility for personal continuing professional development and learning	E	A,I
Excellent time management and organisational skills to effectively manage a varied workload.	E	A,I
A commitment to work within our CAN DO values	E	A,I
Responsible for maintaining a detailed knowledge of housing case law	D	A,I
Experience of complaints handling	D	A,I
Ensure data and information relating to homelessness & reviews is captured and stored appropriately, including maintaining a high standard of case notes	D	A,I
Experience of working in a housing, homeless or customer service environment	D	A,I
Evidence of creative problem solving, involving complex and difficult situations.	D	A,I
Written and oral communication skills, with ability to provide negotiation and the ability to work collaboratively with other services and partners	D	A,I
Knowledge of complaint handling and managing ombudsman enquires	D	A,I
Sensitivity to political considerations.	D	A,I
Ability to undertake benchmarking and research and make recommendations for good practice	D	A,I

Excellent written and verbal skills, including the ability to produce written documents and presentations to a high standard to a range of audiences.	D	A,I
Ability to work effectively without close supervision and to meet tight deadlines.	D	A,I
Willingness to work flexibly in line with councils business continuity planning	D	A,I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D