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| **Housing Allocations Officer** |  |

**Job Description**

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| **1. POST DETAILS** | |
| Service Area: | Housing Solutions |
| Division: | Housing |
| Post Number: |  |
| Working Hours: | 37 hours per week |
| Grade: | 7-8 |
| Work Base:  Agile/fixed/mobile: Agile | Civic Centre, Addlestone |
| Prepared/Agreed by: | Sarah Casey |
| Date: | 09 January 2025 |

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| **2. ORGANISATIONAL RELATIONSHIPS** | |
| Reports to: | Housing Allocations Team Leader |
| Deputising Responsibility: | None |
| Directly Supervises: | None |
| Indirectly Supervises: | None |

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| **3. JOB AIM AND PURPOSE** |
| Effectively manage and maintain the Housing Register in accordance with Part VI of the Housing Act 1996 (as amended) and the Housing Allocations Scheme whilst also ensuring best use of social housing stock and keeping void times to a minimum. |
| **4. MAIN OBJECTIVES** |
| * Effectively maintain the Housing Register, ensuring that applications are assessed in a timely manner and decisions are made in line with the Council’s Housing Allocations Scheme. * Liaise with relevant internal and external partners to ensure applications are assessed in a clear and transparent manner in order to demonstrate the allocation of accommodation meets the Council’s statutory requirements under Part VI of the Housing Act 1996 as amended. * Make the best use of the Council’s housing stock as well as Registered Provider properties we are required to nominate to. * Ensure void turnaround times are kept to an absolute minimum with joint working across teams within Housing. * Conduct regular home visits, as well as visits to medical facilities or elsewhere as required to conduct inspections of accommodation or provide direct support to join the Housing Register for those who are unable to. Also to facilitate the viewing of offered Council properties. * Make decisions on Housing Register applications, to determine the status of the application and also cross reference with all housing advice approaches, as part of a wider Housing Solutions service. |
| **5. MAIN DUTIES AND RESPONSILBITIES OF THE POST** |
| 1. Provide a high quality and customer focused Housing Allocations service to those requesting to gain access to social housing via the Council’s Housing Register. 2. Make consistent, accurate and reasoned decisions in line with the Housing Allocations Scheme whilst ensuring that concise case notes are provided to justify decisions. 3. Identify any threat of homelessness and refer to the Housing Solutions Team. Provide further advice to those applying for the Housing Register i.e. signposting to relevant agencies 4. Make decisions on Housing Register applications including conducting thorough medical assessments for those requiring medical priority, seeking advice from the Council’s medical advisor where appropriate. Also conducting affordability assessments where required. 5. Let properties within the target times. Work jointly with other teams within Housing to keep void times to a minimum whilst consistently considering best use of social housing stock. 6. Deliver a customer focused service to ensure that applications are assessed in a timely manner, queries are responded to, and assistance is provided to those needing help to apply to the Housing Register. 7. Work in partnership with other teams in Housing to promote the Downsizers Scheme and lead on any downsizing applications to ensure these moves progress, freeing up family sized social housing properties. 8. Work jointly with partnership agencies and other teams within the Council to deliver the best outcomes for applicants in terms of rehousing. 9. Build and maintain effective working relationships with Registered Providers to ensure that the Council is able to successfully nominate to accommodation in line with nominations agreements and within agreed timescales. 10. Acquire and maintain knowledge on housing solutions available in the local area, legislation, case law, new initiatives/schemes and welfare benefit eligibility 11. Represent the Council at meetings with external agencies and partners, as required by line management, to satisfy the Council’s Statutory Role in Child Protection and the Safeguarding of Vulnerable Adults. 12. Ensure prompt completion of statistical returns for Government essential CORE reporting. 13. Work as part of the wider Housing Solutions Service to ensure that the Council discharges its statutory duties under relevant legislation. This includes signposting or making referrals for assistance for those identified at risk of homelessness. 14. Ensure that all applications are verified by the Fraud Team before an allocation of accommodation is made. To have a vigilant eye for any instances of fraudulent approaches for assistance which can then be referred for investigation. 15. Conducting the maintenance of the Housing Register through the annual review of applications to ensure the register is an accurate reflection of current housing need. Conduct additional checks to identify housing related debt and jointly work with Tenancy Services and the applicant to address any debt issues. 16. Collecting and collating supporting information including identification documentation and sensitive information to verify any applications for social housing. 17. Participate in reviewing and updating information on the Council’s website as well as drafting any other public information that is required. 18. To assist with the handling of applications for low-cost home ownership schemes. 19. To collate and review information in order to respond to Service Access Requests and Freedom of Information requests with accurate, statistical information in line with data protection. 20. Arrange and safely undertake accompanied viewings of vacant properties with prospective applicants and any supporting agencies including medical professionals that can accurately assess property suitability. 21. Undertake any other duties of a similar nature as reasonably required by the Housing Allocations Team Leader. 22. To support the response of the Council in the event of a borough emergency. 23. To be familiar and comply with corporate and local Safeguarding policies and procedures. |
| *General*  *The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.* |

*The delivery of this job description should be read in conjunction with the council’s competency framework.*

**Person Specification**

Please indicate whether the criteria are assessed against the application form, interview or assessment by using the letter indicated in the columns to the right.

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|  | Method of Assessment | | |
|  | Essential (E) or Desirable (D) | Application Form (AF) | Interview (I)/ Assessment (A) |
| **Knowledge**  Understanding of the Council’s Housing Allocations Scheme and requirements of lawful allocation  Working knowledge of all applicable benefits including housing benefit, universal credit and payments made in relation to a disability  Experience of dealing with difficult situations and customers  Experience in managing conflicting workloads  Knowledge of current legislation in relation to allocations (Part 6) and/or homelessness (Part 7) of the Housing Act 1996 as amended  Experience of working in partnership with other agencies or providers  Experience of personal case load management.  Experience of using Microsoft Office, including proficiency in creating spread sheets and high-quality documents.  Understanding of safeguarding principles for both adults and children | E  E  E  E  E  E  E  E  E | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |
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| Knowledge of and experience in using housing software systems.  Experience of working in a housing service within a local authority. | D  D | ✓  ✓ | ✓  ✓ |
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| **Skills and Experience** |  |  |  |
| Strong ability to work flexibly as part of a team | E | ✓ | ✓ |
| Ability to assess complex and sensitive information in an objective manner  Ability to maintain confidentiality where necessary and share information where appropriate in line with protocols  Ability to plan and prioritise workload  Ability to keep clear and concise records  Ability to communicate clearly in writing and verbally  Ability to deal with customers in difficult situations  Ability to effectively assess risk in relation to customer contact and lone working  Ability to extract data from systems for analysis  Commitment to continuous development in housing knowledge | E  E  E  E  E  E  E  E  E  E | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓  ✓ |
|  |  |  |  |
| Ability to address all audience levels | D | ✓ |  |
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| **Training and Qualifications** |  |  |  |
| Good general level of Secondary Education including in Maths and English | E | ✓ |  |
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| Housing Law Training | D |  |  |
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| **Other Requirements**  Required to have a current full driving licence, with a vehicle available and insured for business use  Required to undertake visits to people in their homes unaccompanied  Willing to work outside normal working hours (on occasion) | E  E  E | ✓ | ✓  ✓  ✓ |