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| **Broxbourne Borough Council**  |
| **Job Title: Housing Allocations Manager** | **Job Ref: HAM** |
| **Job Location: Bishops’ College Churchgate Cheshunt Herts**  | **Hybrid: Yes**  |
| **Department: Planning and Place** |
| **Reports to: Service Manager – Housing Strategy and Operations** |
| **Full time: 37 within a scheme of flexible working hours** |
| **Grade: O37** |
| **Alcohol restricted post: No**  |
| **Car: Yes – mileage rates paid in accordance with HM Revenue services** |
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| **VALUES**: The Council has adopted the core values of Teamwork, Innovation, Effectiveness and Respect (TIER). The values and their underlying behaviours, demonstrate the Council’s commitment to providing excellent customer care, working in a joined-up way, always showing respect and looking at innovative and forward-thinking solutions.  |
| **PURPOSE**1. To lead the Housing Allocations function to ensure a social housing is let in a consistent and transparent way and accordance with the Housing Allocations Policy.
2. Provide a responsive service to customers, ensuring corporate standards for communications and response times are maintained, keep communication materials up to date.
3. Manage the Housing Allocations Team and continuously improve the Housing Allocations service, ensuring it is fit for purpose, meets legislative requirements and government guidance.
4. To work with external partners, including housing associations, to ensure a joined-up approach and timely allocation of social tenancies to prevent and relieve homelessness.
5. Contribute to the delivery of strategic priorities of the Council’s Corporate and Service Plan objectives, including the Homelessness Strategy, by increasing the number of homeless preventions and reducing households in temporary accommodation.
6. Be the Adult Safeguarding Lead and main point of contact to investigate safeguarding concerns and make appropriate referrals.

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| **DUTIES**1. Lead the Housing Allocations function to:
	1. Assess housing register applications, checking applicants’ personal circumstances, including medical needs, against eligibility and points scheme criteria.
	2. Carry out home visits and interviews with housing register applicants to verify applications as required.
	3. Work with support agencies and third parties to complete applicants’ eligibility checks and make referrals where a need is identified.
	4. Ongoing management of the housing and transfer registers, making sure all applications are regularly reviewed and updated, and applicants are kept informed of any changes.
2. Oversee the process of nominating applications to available housing association properties, making sure detailed checks are carried out ahead of each nomination.
3. Manage a caseload of complex housing register applications.
4. Respond to customer correspondence, queries and complaints.
5. Make referrals to fraud services and follow up as required.
6. Work with households living in the Council’s temporary accommodation to identify their housing options and support them to move on to suitable and sustainable housing.
7. Work with Hertfordshire County Council to assess applications from care leavers and award the appropriate level of priority for housing, in keeping with the Housing Allocations Policy.
8. Work with housing associations to make sure the letting process is smooth and the agreed nomination process is followed, including overseeing management moves and direct offers.
9. Review the Housing Allocations Policy to ensure it is up to date and compliant with legislation and reflects the Council’s objectives. Where changes are agreed, make required changes to systems and processes and communicate changes internally and with customers.
10. Be the Adult Safeguarding lead for the Council; be the main point of contact for safeguarding concerns within the Council. Work with the Deputy Adult Safeguarding Officer to investigate concerns and make referrals to Hertfordshire County Council as required.
11. Influence new affordable housing development by providing data and analysis to represent housing need in the Borough.
12. Supervise and support the Housing Allocations Officers by conducting performance reviews, identifying training needs, managing staff recruitment, absence, conduct, and capability.
13. Ensure the Housing Service is represented on a range of internal and external bodies and ensure the Council participates in all multi-agency and inter disciplinary bodies.
14. Undertake any other duties as required by the Service Manager.
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| **Diversity, Equality and Inclusion (EDI)**All staff must comply with the Council’s Policy on Equal Opportunities and undertake training to ensure the fair and equal treatment of all Council staff and customers. |
| **Employment checks required for this post** The Council is required by the Home Office to carry out standard Right to Work checks for all employment under the Asylum and Immigration Act 1996. If you cannot produce Right to Work documentation or are unsure whether the documents, you have provided the necessary proof please contact Human Resources prior to your interview. |
| **Employment of Ex-Offenders**Broxbourne Borough Council aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We therefore welcome applications from a diverse range of candidates. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Unless the nature of the work demands it, people will not be asked to disclose convictions which are ‘spent’ under the Rehabilitation of Offenders Act 1974. Having an ‘unspent’ conviction will not necessarily bar any individual from employment. This will depend on the circumstances and background to the offence(s). The Council abides by the Code of Practice for Registered Persons and other recipients of Disclosure information, copies of, which are available on request. |
| **DISCLOSURE OF CRIMINAL RECORD** As this post has substantial access to children or vulnerable adults or is based at premises deemed to be a school premises or is subject to legal protection or administers justice it is a condition of any offer of employment that the council applies for and has received the outcome of the disclosure of any criminal record. As part of this process your will be required to provide documentation relating to your identity and also complete an application form. The outcome of the Disclosure of any criminal record must be received before potential candidates can start in post. There is a requirement that this will be repeated every three years after employment. |
| **SAFEGUARDING**All employees are responsible for ensuring the safety and welfare of children and vulnerable adults in the course of their daily duties. All staff are required to understand and adhere to the Council’s Safeguarding policies and procedures as they apply to their own role, to make referrals concerning child or vulnerable adult welfare to the Designated Child Safeguarding Officer, and to co-operate with other agencies around child protection investigations |
| **SPOKEN ENGLISH**For public-facing roles involving regular telephone and face-to face conversations with the public, the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential in this post |

***For specific requirements for the post please see the Person Specification. If you have any query please contract Human Resources on (01992) 785509 or personnel@broxbourne.gov.uk***