

JOB PROFILE

Directorate:	Strategic and Private Sector Housing
Service Area:	Housing Needs
Job Title:	Housing Options Assistant
Grade:	C
Post Number:	M434
Base/Location:	Southfields
Responsible To:	Housing Options Team Leader
Responsible For:	<i>Nil staff</i>
Key Relationships/ Liaison with:	<ul style="list-style-type: none"> • Internal and external services and agencies including those from the statutory, voluntary and private sectors • Private and social landlords • Housing applicants

Job Purpose

- To assist with the prevention and relief of homelessness
- To assist with the determination of homeless applications
- To assist with the provision of advice and assistance to homeless applicants
- To deliver an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	Deliver effective, efficient, consistent, customer focused and appropriate housing services, in line with legislation and related guidance and council policies and procedures, and in partnership with other teams and organisations
2.	Deal with customer enquiries effectively and appropriately, including via email / letter, via telephone / video call, in person, in the council offices, in customers' homes and at other sites as appropriate
3.	Triage customer enquiries in relation to the housing options service, ensuring enquiries are progressed through to a satisfactory conclusion wherever possible, and assist customers to access the service
4.	Provide general advice in relation to the housing options service and related policies and procedures
5.	Assist with the completion of enquiry, application and referral forms and submission of related supporting documents
6.	Assist with the investigation, assessment and determination of homeless applications

7.	Assist with interim / temporary accommodation placements, including bookings and cancellations, completion of associated paperwork and updating of related system records
8.	Participate in the housing options service duty rota inside of normal service opening hours
9.	Assist the Housing Allocations Team with property lettings, including completion of associated paperwork and updating of related system records, when required
10.	Assist the Housing Allocations Team with the housing allocations service duty rota inside of normal service opening hours, when required
11.	Provide administrative support to the service
12.	Produce and maintain accurate, up to date and appropriate records in relation to all aspects of the service
13.	Protect and manage information securely, reporting information security breaches / suspected information security breaches, in line with council policies and procedures
14.	Deliver fair and equal services to customers, in line with council policies and procedures
15.	Identify and report safeguarding concerns, in line with council policies and procedures
16.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
17.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Housing Options Team Leader

Date: August 2025



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	Essential	Desirable
<u>Qualifications</u>		
GCSE or equivalent in English (at grade C or above)	✓	
GCSE or equivalent in Maths (at grade C or above)	✓	
Or Demonstrable experience identified within the section below	✓	
<u>Experience</u>		
Experience of providing customer service	✓	
Experience of working in an organisation that delivers housing options, housing advice, homelessness prevention or related services		✓
Experience of general administrative duties including data inputting, typing, record keeping, filing, dealing with general enquiries and correspondence	✓	
Experience of using Microsoft Office including Outlook, Word and Excel	✓	
Experience of working with spreadsheets and Databases	✓	
Experience of working with vulnerable people		✓

	Essential	Desirable
<u>Skills / Knowledge</u> Strong verbal communication skills Strong written communication skills Strong organisational and time management skills Ability to meet deadlines and achieve performance targets Ability to effectively prioritise workloads Ability to produce and maintain clear and accurate case records Ability to adopt a methodical and logical approach to dealing with tasks	✓ ✓ ✓ ✓ ✓ ✓	 ✓
<u>Interpersonal Skills</u> Ability to communicate clearly, sensitively and effectively with customers with differing needs Ability to work effectively with vulnerable people in complex situations Ability to work effectively with partner agencies Ability to work effectively as part of a team	✓ ✓ ✓ ✓	
<u>Disposition/Attitude</u> Ability to work effectively under pressure Ability to work effectively without direct supervision Ability to deal with enquires and complaints in an assertive and sympathetic manner Commitment to providing fair and equal services Commitment to providing excellent customer services Ability to meet challenges and adapt to change Willingness to attend meetings and events when required, which may on occasion take place outside of normal service opening hours	✓ ✓ ✓ ✓ ✓ ✓	
<u>Other requirements</u> An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations	✓	

	Essential	Desirable
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010	✓	
Ability to travel in and around Charnwood	✓	
Ability to participate in a duty rota inside of normal service opening hours	✓	

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