



## Job Description

Job title	Housing Options Assistant	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing	Salary	SK9 (£30,891 per annum)
Location	Currently mix of home and office-based working	Contract	Permanent

### Main Job Purpose

Core areas of work include; Assisting in the delivery of excellent housing services by being part of a customer focused, high performing housing options team. The post holder will ensure the provision of appropriate housing advice and assistance with the aim of preventing homelessness.

This role is not politically restricted.

### Main Statement of Responsibilities

1. Ensure the provision of timely and appropriate housing advice and assistance with the aim of preventing homelessness, including participation in the homelessness duty rota.
2. Ensure the accurate recording and updating of applications, customer contacts and agreed actions
3. Assist applicants in making applications, carrying out interviews and undertaking investigations as required.
4. Dealing with enquiries and providing appropriate advice.
5. Investigate homeless enquiries to determine eligibility and homeless status
6. Effectively manage a caseload of homeless enquiries
7. Work closely with partners, statutory and non-statutory agencies
8. Identify and report any concerns relating to Safeguarding
9. Work closely with colleagues across the Housing service in relation to complaint handling
10. Provide cover when required for other specialist staff for the effective management of services including temporary accommodation
11. Processing of reports, updating spreadsheets and general administrative duties to support the team as required to ensure the effective running of the service
12. Assist with the provision of performance management information
13. Take part in the out of hours homeless duty rota dealing with any emergency homelessness enquiries.
14. Support with the processing of private sector initiatives i.e. Rent Deposit Scheme
15. Assist with planning and preparation for local homeless forums and other engagement events including events and promotional activities aimed at private sector landlords
16. Contribute to activities and initiatives which support the prevention and detection of housing fraud

### Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave



and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

### Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

### Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

### Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

### Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

### Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

### Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



### Flexibility



Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

## **Person Specification**

### **Relevant Experience, Skills and Knowledge**

#### Essential

- Good level of computer literacy
- Ability to deal with difficult situations in an un-confrontational and professional way
- Responds independently to unanticipated problems and situations.
- Ability to problem solve
- Experience of working in a housing service environment and use of Housing IT packages
- Experience of providing high quality, customer focussed services
- Experience of general office skills and working in a team environment
- Experience of working with a diverse range of vulnerable customers

#### Desirable

- Knowledge and experience of housing options / advice and homelessness prevention
- Knowledge of homelessness legislation and resulting decision making
- Experience of working in a performance driven organisation

### **Relevant Qualifications**

#### Essential

- Good standard of general education (4 GCSEs grades A-C, or equivalent)

#### Desirable

- Current driving licence

### **Communication and Interpersonal Skills**

#### Essential

- Good people and interpersonal skills
- Able to communicate complex messages in a simple and empathetic way to customers