

JOB DESCRIPTION

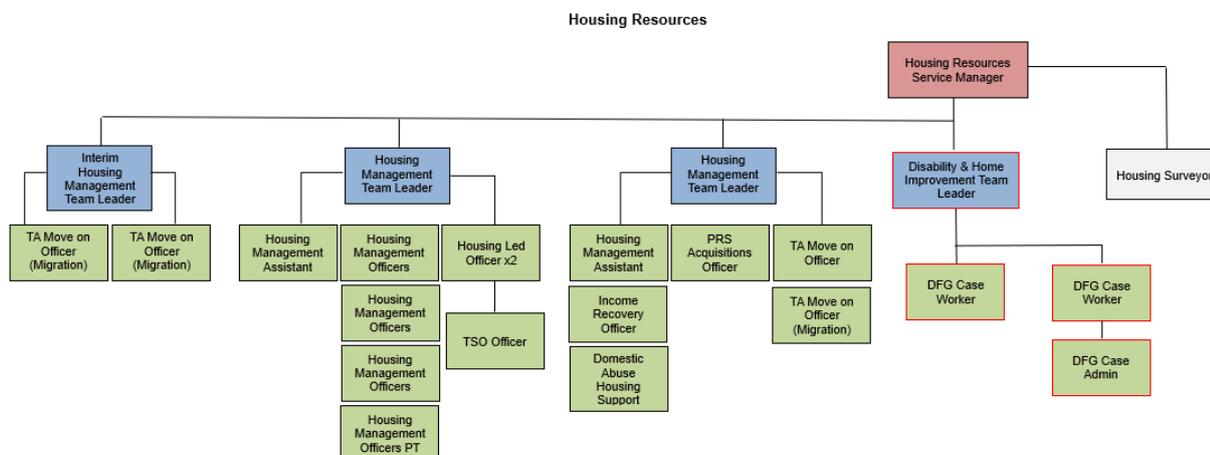
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|---------------------|------------------------------------|--------------------|---|
| Job Title: | Move-on Officer (Migration) | | |
| Directorate: | People | Salary: | £37,092 - £41,506 p.a. Including; £729 London Weighting |
| Section: | Welfare & Housing Service | Grade: | BG-G SCP 25-30 |
| Location: | Time Square | Work Style: | Hybrid |

Key Objectives of the role

- Your main responsibility in this role will be to establish the most appropriate and sustainable route to re-housing customers in transitional or temporary accommodation into settled, long term accommodation. This will include but not excluded to households accommodated under national resettlement schemes and homelessness households placed in temporary accommodation.
- Support households to move-on through the following options –
 - Find Your Own Scheme
 - Private Rented Sector Offers (PRSO)
 - Support with bidding strategies and qualifying offers
 - Access to supported accommodation where appropriate
- Identify suitable private rented accommodation and other housing pathways for clients. This includes advising and empowering households to source accommodation independently, providing guidance on available assistance, and ensuring they understand their housing options.
- This role is key to ensuring households are successfully moved on from both national resettlement scheme accommodation and temporary accommodation, contributing to sustainable rehousing outcomes and supporting the reduction of households in temporary accommodation year on year.

Designation of post and position within departmental structure

BFC - CONFIDENTIAL



Daily and monthly responsibilities

1. Responsible for the timely move-on into settled, long term accommodation, ensuring the Council's rehousing duties are met and contributing to reductions in households residing in temporary and resettlement accommodation.
2. You will proactively engage with people living in both temporary accommodation and transitional accommodation. In doing so, you will have excellent customer engagement skills, be able to describe and talk through options, have relevant knowledge and be able to undertake holistic assessment of needs, including financial assessments and use a range of resources and tools to support the move-on process so that households are moved into suitable and affordable accommodation first time round
3. Liaise with the wider service and partner organisations to; identify private rented accommodation for clients, in order to identify a suitable housing option for them the various schemes. To advise clients on how best to source this type of accommodation themselves and the assistance available.
4. Undertake procedures for housing customers into private rented sector and other accommodation types, including ensuring compliance with statutory requirements, guidance governing the suitability of accommodation and Council policies, procedures and targets.
5. Support households to actively pursue rehousing opportunities including: Registering and maintaining active applications on the Housing Register and Choice based lettings platform, Registering on relevant accommodation platforms and accessing private rented sector opportunities. This will be delivered by a flexible approach adapted to individual household needs.
6. Work directly with households to quickly build up relationships, enabling you to manage their expectations surrounding their 'Move on' Options, and identify any support needs to help them sustain future accommodation.
7. To work with other agencies that have a role in care and resettlement to ensure that appropriate packages are provided to facilitate moves into settled accommodation and support with tenancy sustainment both long term and whilst in temporary accommodation.

8. You should have good experience of case and data management as you will be managing a demand list containing households who are ready to be moved on into settled accommodation.
9. Capture and provide relevant data and outcomes monitoring to the Housing Resources Service Manager.
10. Have a thorough understanding of and keep up to date with Housing Act 1996, Homeless Reduction Act 2017, the Children's Act, Care Act, HHSRS, and other related legislation, including, landlord and tenant legislation including Right to Rent, benefits and welfare rights, immigration and asylum, matrimonial and family law, and other matters of a similar nature.

Scope of role

The post holder will be required to visit vulnerable households in their homes so will be required to use council laptops in that context which will hold category 3 level information.

The post has significant impact on customers as failure to identify risk to safeguard the welfare of residents, assess suitability of accommodation and support needs could jeopardise the customers housing situation and the council could face legal challenge in the form of judicial review. They will be required to make decisions for example, suitability of accommodation, offers of accommodation or household affordability.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

| KEY CRITERIA | ESSENTIAL | DESIRABLE |
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| Skills and qualifications | The ability to conduct financial assessments and calculations, along with excellent written communication skills to produce reports, case notes, assessments, and referrals for partner agencies. | |
| | GCSE English and Maths Grade C / Grade 4, or equivalent. | |
| | Excellent IT skills. | |
| | Knowledge or experience of housing and/or housing legislation | |
| Competence Summary (Knowledge, abilities, skills, experience) | Experience of project delivery in a similar service (homelessness). | |
| | Experience of dealing with a diverse and vulnerable clientele, rough sleepers/homeless households either face-to-face, on the phone or through email. | |
| | Knowledge of welfare benefits both national and local discretionary benefits and eligibility. | |
| | Ability to manage and prioritise a varied case load of work within set deadlines. | |
| | Ability to investigate ways in which to secure access to residential property. | |
| | Have an awareness of the Health and Safety standards for rented homes (HHSRS). | |
| | The ability to carry out technically aware inspections in varying types of accommodation. | |
| You should have good negotiation and communication skills. Specifically, with landlords and letting agents to secure property on the most economically advantageous basis for the council. | | |

Ability to manage and record legal documents to establish the desired outcome.

Knowledge of financial assessments and ability to undertake them.

Knowledge of housing options including affordable housing, private rented sector, low cost home ownership, mortgage rescue.

Experience of interviewing customers to gain a full understanding of their needs.

Experience of explaining options and the consequences to customers.

Experience of problem solving with customers and gaining agreement to a course of action. Being solution focused, persuasive and skilled in overcoming barriers

Have experience in liaising with landlords within the private rented sector.

Knowledge of local housing market in Bracknell/Berkshire.

Excellent stakeholder management skills such as gaining confidence of landlords and letting agents.

Understanding of and commitment to the requirements for Safeguarding Children, Young People and Vulnerable Adults.

**Work-related
Personal
Requirements**

The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.

Excellent negotiation and persuasion Skills.

Tenacity and ability to pursue solutions.

**Other Work
Requirements**

The ability to converse easily in spoken English, explain complex or technical information to members of the public and respond effectively to detailed or complex questions for an extended period of time.

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| Role models and demonstrates the Council's values and behaviours | <p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p> |
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All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

