

Job Description

Post title	Housing Needs Officer	Grade	E
Department	Lettings & Strategic Housing	Post ref	

Overall job purpose

- To lead in the assessment of complex housing applications, including applicants with multiple needs.
- To be the point of contact between the Lettings Service and other departments within the Council and external agencies to ensure residents in urgent housing need are provided with the appropriate advice and are assisted through the rehousing process in a quick and seamless manner.

Reporting relationships

Reports to:	Team Leader – Lettings & Right to Buy
Responsible for:	Not applicable

Key tasks and responsibilities – post specific

1. Investigate and gather information in respect of enquiries and complaints relating to the housing services department; providing appropriate recommendations and responses to bring about a positive resolution.
2. Assess and maintain non-standard and complex Housing Register applications, including assessing applicants with an urgent need to move and identifying those who are legally ineligible to join the Housing Register.
3. To undertake home visits, property inspections and accompanied viewings as necessary for the purpose of managing the Housing Register, responding to complaints and the accurate and efficient letting of void properties
4. To develop an effective working relationship with a range of advice and support agencies for the purpose of understanding the needs of applicants/tenants and referring vulnerable applicants/tenants for support to help them sustain their current home.
5. To assist in investigating and responding to MP and Member enquiries.
6. To assist in the development and implementation of quality control systems to ensure an efficient customer care focused service is achieved and maintained.
7. To ensure challenging performance targets relating to the post and the broader housing service are met.
8. To assist in the development and review of service related procedures to ensure the effective and responsive running of the service.

9. To contribute towards the development of the Team Service Plan and to assist in implementing the associated Action Plan.
10. To contribute to wider strategies and initiatives that will be of benefit to the service and the Council as a whole, including the Housing Strategy, ADC Corporate Plan and the commercialism agenda.
11. Advise and support Registered Providers in respect of Housing Register queries and allocating their properties through the lettings process.
12. Provide an effective housing advice service to any person seeking assistance. This may include the direct provision of information or referral to a third party.
13. Represent the Lettings Team and the Council at service related meetings, including acting as Chair for the joint Homefinder Assessment Panel Meetings
14. To be the point of contact with the Housing Options Team in respect of lettings related queries and issues relating to rehousing homeless applicants.
15. To minimise the length of stay in temporary accommodation by homeless households by working closely with the Housing Options Team and the customer to identify and access suitable move-on accommodation.
16. To ensure households being assisted as homeless receive appropriate advice and support in regards to their rehousing through the Council's lettings scheme.
17. Must be able to undertake all duties and responsibilities outlined in this Job Description, with reasonable adjustments or adaptations where appropriate.

Key tasks and responsibilities – corporate

1. Operate according to the Council's corporate values and codes of behaviour.
2. Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
3. Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
4. Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
5. Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
6. Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
7. Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
8. Engage with digital models of service delivery and support the implementation of digital working methods.

9. Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

10. Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: