

Job Details

Job Title:	HOUSING OPTIONS OFFICER
Post Number:	POST000156
Directorate:	Environmental and Community Services
Section:	Housing and Regulatory Services
Post Grade:	Tier: 5, Grade: E
Responsible to:	Senior Housing Options Officer
Responsible for:	N/A

Job Purpose

- To provide advice and assistance to customers on a range of housing options, including homelessness prevention, temporary accommodation, and access to social and private rented housing. The role involves assessing housing needs, delivering statutory duties under the Housing Act 1996 as amended, and working proactively to prevent homelessness wherever possible.
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Main Responsibilities

- Provide comprehensive advice on housing options, homelessness prevention, and tenancy sustainment.
- Assist customers in accessing suitable accommodation, including social housing, private rentals, and supported housing.
- Ensure compliance with statutory duties under the Housing Act 1996, Homelessness Reduction Act 2017, and related legislation.
- Work with customers to develop and implement Personal Housing Plans.
- Liaise with landlords, agents, and support services to prevent eviction and secure accommodation.

- Give support to people illegally evicted and/or harassed and ensure that they are provided with specialist advice.
 - Support clients to access social housing via the Home Options choice based lettings scheme.
 - Manage a caseload effectively, ensuring timely and accurate record-keeping.
 - Build strong relationships with internal teams and external agencies (e.g. social services, housing providers etc.).
 - To represent the council at multi agency meetings.
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Decision making

- Assess client needs to determine if the council has a statutory duty to help. Identify and assess clients' support needs and make referrals to agencies who can support with these needs. Identify housing solutions for the homeless and other vulnerable groups.
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Financial Responsibilities

- Authorise placements into temporary accommodation including transportation.
 - Make recommendations for use of the council's homeless prevention funding.
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Key Contacts / Relationships

- Vulnerable homeless people, young people at risk of homelessness, social landlords, social care, private sector landlords. Other statutory and support agencies.
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high-quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post 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 themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: Housing Options Team Leader

Date: January 2026

Version: 2.0

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: HOUSING OPTIONS OFFICER

Post Number: POST000156

EXPERIENCE

Essential Criteria

- Experience of working in a homeless or housing support service. A,I
- Experience of dealing with members of the public using demonstrable customer service skills. A,I
- Experience of maintaining information systems, manual or computerised. A,I
- Demonstrable experience of working effectively as a member of a team. A,I

Desirable Criteria

- Experience of preparing and presenting reports. A,I
 - Experience of working effectively with partners to deliver homeless and housing support services. A,I
 - Experience of using and interpreting law and case law. A,I
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QUALIFICATIONS

Essential Criteria

- Five GCSE's at Grade 4 (or equivalent) including English Language. A,D

Desirable Criteria

- Corporate Member of the Chartered Institute of Housing, and/or educated to HNC/Degree level in Housing/Social Policy. A,D
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SKILLS & KNOWLEDGE

Essential Criteria

- Good ICT skills, including setting up and use of databases. A,I
- Good communication skills, both written and verbal. A,I,T
- Ability to manage a varied caseload and work well under pressure. A,I,T

Desirable Criteria

- Knowledge and understanding of national, regional and local homeless and housing support policy. I

OTHER REQUIREMENTS

Essential Criteria

- Demonstrable ability to work sensitively with people who may be vulnerable and empower them to take action themselves. A,I

Desirable Criteria

- N/A

ASSESSMENT KEY:

A Application | I Interview | T Test | D Documentation

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