

# Job Description



Ribble Valley  
Borough Council

[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

<b>Directorate</b>	Economic Development and Planning
<b>Service area</b>	Housing

<b>Post details</b>	
<b>Job title</b>	Housing Needs Officer (Job Share)
<b>Post Number</b>	C82
<b>Vacancy Reference</b>	EDP120
<b>Scale</b>	Scale 5 (scp 16-19) £30,518 to £32,061 per annum pro rata
<b>Contract</b>	Permanent
<b>Location of work</b>	Council Offices
<b>Directly responsible to</b>	Housing Strategy Officer
<b>Directly responsible for</b>	-
<b>Hours</b>	18.5 hours per week
<b>JE Reference</b>	GLPC
<b>Primary purpose and scope of the job</b>	
To be responsible for the prevention of homelessness across the borough and for the delivery of the Council's action plan for homeless households.	

- To provide advice and assistance for all households potentially facing homelessness, including undertaking home visits.
- To investigate all claims for assistance under the Homelessness Act 2002.
- To update a computerised database for the homelessness service, including completion of Central Government returns via interform.
- To arrange access into emergency accommodation in the Council's homeless units in Longridge and Clitheroe or in alternative locations as appropriate.
- To work as part of the housing team to manage the temporary accommodation, including rent collection and monitoring of rent account, reporting repairs and serving notice.
- To work with the Housing Strategy Officer to ensure delivery of the homelessness action plan, including regular reviews of priorities and actions within the plan.
- To maintain an up to date directory of homeless service providers, housing providers and hostel accommodation.
- To work in partnership with other appropriate agencies and agree joint protocols, including representing the Council at meetings as required.
- To help with the publication of advisory leaflets for those facing homelessness.
- To promote and publicise the services that the Strategic Housing Section can provide for those facing homelessness.
- To develop a working relationship with private landlords, provide advice and to encourage them to provide good quality accommodation and management.
- To operate the tenancy protection scheme which includes offering a supporting role to tenants in private rented accommodation and inspecting private rented accommodation.
- To assist with any housing needs related projects particularly those relating to development of affordable housing and empty properties.
- To adhere to the Council's policies including equal opportunities, health and safety, standards of dress and behaviour.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To undertake any other relevant duties commensurate with the responsibilities of this post.

### **Review Arrangements**

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

<b>Prepared / Revised By</b>	Rachael Stott
<b>Role</b>	Housing Strategy Officer
<b>Date Revised</b>	14 May 2026

# Person Specification



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## Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

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<b>Service Area</b>	Housing

## Criteria

<b>Experience</b>		
Minimum 12 months experience in a housing environment.	A/I	E

<b>Skills and Abilities</b>		
Computer literate and competent in the use of email/internet software.	A/I	E
Knowledge and applied experience of homelessness legislation.	A/I	E
Ability to work on own initiative with minimum of supervision.	A/I	E
Ability to make informed decision in stressful situations.	A/I	E
Ability to maintain client confidentiality	A/I	E
Experience of working with computerised databases.	A/I	D

<b>Education, Qualifications and Knowledge</b>		
GCSEs at Grade 4 or above in Maths and English.	C	E

Full UK driving licence and access to a vehicle for work purposes.	C	E
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<b>Other requirements</b>		
Excellent communication skills.	A/I	E
Problem solving skills.		

<b>Methods of Assessment Key</b>		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

<b>Review Arrangements</b>
<p>The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.</p>

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