Working at Broadland and South Norfolk District Councils

Job Role: Housing Officer

Department: Housing & Benefits

Directorate: People & Communities

Purpose:

As a member of the Housing and Benefits team you will provide outstanding customer service, enabling residents to remain independent and thrive through supporting the delivery of an effective housing and benefits provision across the South Norfolk district. By working within the Housing and Benefits Team and linking to the wider multiagency help hub environment, you will provide an effective first contact for residents who would like to access the housing register or Private sector leasing stock, managing expectations of those who cannot, working alongside front-line staff, providing support for those residents who can help themselves and enabling specialist officers to focus on those residents who can't.

Main duties and responsibilities:

Provide an initial service to customers and multiagency staff through face to face, telephone, and online enquiries, to understand the nature of the contact and what action is required.

Provide end to end assistance to customers with housing register applications, undertake the full verification process, maintaining the housing register and providing low level housing advice. Check and respond to customer contacts particularly through emails to the team inbox and web messages.

Assess housing type and banding need in line with the relevant Home Options policy following face to face appointments, telephone appointments or online applications.

Liaise with other colleagues and external agencies to undertake background research and gather additional information and update records to enable effective triage and allocation decisions to be made.

Utilise the wider hub partnership and statutory services, refer internal or external enquiries to appropriate services, seeking advice where required and remaining accountable where applicable.

Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
5 GCSE's A – C grading, including Maths and English or equivalent to demonstrate numeracy and literacy	E	
Specialist qualification in housing		D
Experience and Knowledge		
Knowledge of and experience in the application of the relevant housing legislation.		D
Significant experience of working with IT systems and Microsoft office applications	E	
Experience of developing, maintaining, and updating procedures		D
Skills, Abilities and Competencies		
Excellent customer service skills	E	
Good judgement in a range of scenarios including working with different departments and finding creative solutions	E	
An aptitude for attention to detail combined with a methodical approach and an ability to make effective decisions	E	
Ability to deal and communicate with different levels within the services and in customer facing situation	E	
One Team Values and Behaviours		
Passionate and flexible	E	
Trustworthy and respectful	E	
Customer focused	E	
Collaborative	E	
Big and bold thinker	E	
Entrepreneurial and commercial	E	

Date 04/11/2024