

# Housing Officer (Allocations and Online Services)

<b>Department</b>	<b>Housing and Community Services</b>
<b>Pay Grade</b>	<b>G4</b>
<b>Responsible to</b>	<b>Senior Housing Allocations Officer</b>

## Role Purpose

---

Working as part of the Housing and Community Services Team in the verification of applicant's eligibility, qualification and disqualification for admittance to the Council's Housing Register. Undertake financial assessments to identify suitable alternative housing options across all tenures.

Develop online services to maximise online customer contact ensuring online services remain customer focused and efficient in a changing housing environment.

To assist in the nomination process for those applicants on the housing register, taking part in organising and completing the final process of verification. Further to this, completing the nomination paperwork along with actioning refusals and liaising with Registered Housing Providers.

## Role Specific Responsibilities / Accountabilities

---

- To verify and log applications submitted for housing via an online application process.
- To support clients with online applications where necessary.
- Undertake verification appointments including home visits to applicants to verify housing need.
- To support the nomination process, completing the nomination forms and liaising with the Register Housing Providers.
- To support with the process of refusals of offers of accommodation, including writing the appropriate letters to meet the statutory requirement of reviews.
- To respond to all written, telephone and online enquiries relating to the Council's housing register.
- To provide advice about the Council's housing register, including advice to people who are not eligible to join the Council's housing register.
- Maximise use of the online application process by advising and supporting both internal and external staff, external support providers and organisations.
- To maintain the housing related content on the Horsham District Council website and identify service improvements through regular efficiency reviews.

- To provide appropriate confidential and impartial advice and assistance to the public about their housing needs, rights, obligations under current legislation and within Council Policy.
- To assist members of the public in liaison with landlords, to secure accommodation in the private rented sector.
- To analyse income and expenditure data and complete thorough financial assessments of clients circumstances to establish available options.
- In liaison with the Head of Housing and Community Services and Housing Services Support Manager ensure that service and procedural forms remain fit for purpose.
- To complete file notes and reports on clients' case files and property files regarding all actions and issues arising.
- To follow the guidelines and principles of the Council's Environmental Action Programme and Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

## Knowledge, Skills and Qualifications

---

**Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.**

### Essential Criteria

- Experience working with the public
- Customer service experience and skills
- Basic understanding of housing allocations
- Excellent telephone manner
- Able to work as part of a team and on own initiative
- Good written and oral communication skills
- Good financial awareness and ability to undertake financial assessments
- Able to communicate with a range of people including members of the public, organisations, landlords and agencies
- Able to communicate with a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing
- Competent ICT user with excellent knowledge of Microsoft Word and Excel, and able to learn and use different packages and document management systems
- Time management and organisational skills
- Educated to GCSE Level, or equivalent
- Full UK driving licence

### Desirable Criteria

- Previous experience in housing

## Appendix

### Generic Employee Responsibilities / Accountabilities

---

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council to build a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's District Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, coordination and supply of resources to support the local key emergency services.

### Generic Employee Behaviors

---

**Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.**

#### Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships

- Improve customer service to meet local needs and aspirations

### **Achieving Excellence**

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

### **Our People**

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly