

## **Job Description and Person Specification**

### **Job details**

Job title: Housing Allocations Officer

Grade: Band 4

Reports to: Senior Housing Allocations Officer

Responsible for: No direct responsibility for employees

Directorate and Service area: Adults, Health Partnerships and Housing

### **Purpose of the job**

To deliver an efficient, high quality, caring and responsive Housing Allocations service for people who are seeking social housing within North Northamptonshire. Ensuring that applicants' housing and support needs are assessed and recorded in line with legislation and accompanying statutory guidance in relation to Housing Allocations as well as the Council's adopted Housing Allocation Scheme, and other relevant policies and procedures.

To provide support to the Senior Housing Allocations Officer, Housing Allocations Team Leader and Housing Allocations Manager.

To meet or exceed the performance targets of the Housing Allocations Team.

To contribute to the development and implementation of cross-cutting initiatives, in line with the Council's "One Team" philosophy.

The role will be based across the locality of North Northamptonshire.

### **Principal Responsibilities**

1. Investigate, interview, analyse, and respond to customer enquiries in writing, verbally or by face to face and take any appropriate action necessary.
2. Ensure that an accurate, comprehensive record is kept of all interactions with applicants and partner agencies (written and verbal) and that all files are maintained to a high standard to assist monitoring, decision-making and effective case management.
3. Attend training and keep knowledge updated on any IT software required to carry out the role including the participation on any upgrades and user testing.
4. Assist in the production of information leaflets, delivery of public events in the community to promote the Housing Allocations Service and ensure that information relating to the service is kept up to date on the Customer Housing Portal / Council's website.
5. Work closely with the Housing Options Team to assist with the effective prevention and resolution of homelessness.
6. Develop and maintain close working relationships and ensure effective communication with partner registered providers, private landlords, Council services and a wide range of other stakeholders that are involved in the functions of housing need, allocations, lettings and the management of social

housing. Ensure that housing applicants experience a seamless and well-coordinated allocations service.

7. To assist in training internal and external partners, voluntary and statutory agencies.
8. Ensure the accurate collection of data and information to assist performance monitoring, forecast future need for the service and implement agreed service improvements. Contribute to reviews (including consultations) of the Housing Allocation Scheme and associated procedures.
9. Maintain professional competence and a working knowledge of housing allocation legislation, guidance and developments. Comply with the Council's full range of policies and procedures including the Council's Housing Allocations Scheme.
10. Represent the Council on a variety of meetings / forums and multi-agency panels, as required, and ensure that the information required to assist those meetings is communicated in an appropriate and timely manner. Contributing to the ongoing development and efficiency of the scheme/service.
11. To provide support to the Senior Housing Allocations Officer, Housing Allocations Team Leader and Housing Allocations Manager by undertaking other tasks to enable the efficient and high-quality delivery of the Housing Allocations service, as and when required.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Special features of the post**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training		<p>Hold a minimum 5 GCSE's grade A-C (or other Level 2 NVQ qualification) or able to demonstrate an equivalent capability</p> <p>Hold a relevant housing qualification (e.g. BTEC) or show an equivalent capability.</p>
Experience and Knowledge	<p>Demonstratable experience in a housing related role within a local authority, housing association or voluntary organisation.</p> <p>Knowledge of housing legislation and associated subjects particularly an understanding of Part 6 of the Housing Act 1996 as amended.</p> <p>Experience of working effectively in partnership with a range of stakeholders.</p> <p>Experience in delivering measurable improvements in service delivery.</p>	<p>Experience of working in a residential lettings' environment and experience of residential lettings software.</p> <p>Experience of budget management or monitoring.</p> <p>Experience in a management role including an understanding of key principles of leadership, motivation, mentoring, coaching, and managing change.</p> <p>Experience of working with vulnerable people.</p>
Ability and Skills	<p>Spoken English fluency.</p> <p>Ability to prioritise and manage own workload whilst being an effective problem solver.</p> <p>Excellent oral and written communication skills.</p> <p>An ability to prepare and present reports and to compile and interpret complex information.</p> <p>Excellent IT skills, including an ability to use web-based</p>	<p>An ability to demonstrate perseverance and to take a creative approach to problem-solving within the confines of policy.</p>

Attributes	Essential criteria	Desirable criteria
	<p>software, Excel and Word and a willingness to undertake further training as required.</p> <p>Ability to relate to individuals at all levels of the Council and other organisations, including Members and be an effective, motivating, and supportive team player.</p> <p>Ability to undertake research and consultation exercises and to interpret statistical information for performance management purposes. This should include preparing and interpreting complex information.</p> <p>Ability to effectively manage and oversee service improvement projects.</p> <p>Able to work under pressure and public scrutiny and deliver results to tight deadlines.</p> <p>Excellent negotiating and advocacy skills, and the drive and commitment to achieve positive outcomes.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Full driving licence and access to own transport for work purposes.</p> <p>Willing to work outside normal office hours as necessary.</p> <p>This post will be subject to a Disclosure and Barring Service check.</p> <p>This post is office based.</p>	