

## **Job Description and Person Specification**

### **Job details**

Job title: Reviews Officer

Grade: Band 7

Reports to: Housing Advice and Options Manager

Responsible for: No direct responsibility for employees

Directorate and Service area: Adults, Health Partnerships and Housing

### **Purpose of the job**

The Reviews Officer will lead and manage the statutory housing review process under Part 7, Section 202 Housing Act 1996 (as amended) and where required and Part 6 (housing allocation decisions), ensuring decisions made by the Housing Advice and Options Service are legally compliant, robust, and defensible.

The role involves completing the review of decisions relating to homelessness and allocations, managing complex cases, and ensuring excellent service delivery while adhering to legislative requirements, guidance, case law, and Council policies and procedures.

Learning from reviews, and as an expert in the field, the postholder will provide advice, create training and development plans, contribute to service improvement, and promote consistency and fairness in decision-making across the service area.

The Reviews Officer will support the Housing Advice and Options Manager with the delivery and performance of a highly effective homelessness prevention, assessment and advice service for people who are homeless or threatened with homelessness, with the ultimate goal of reducing homelessness and minimising the use of temporary accommodation.

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

### **Principal responsibilities**

1. Lead and manage statutory reviews ensuring that all reviews are completed within statutory timescales and in accordance with relevant legislation, case law, and best practice.
2. Ensure that all decisions are robust, defensible, and legally sound by providing expert oversight, quality assurance, and feedback to decision-makers.
3. Manage a personal caseload including complex and high-profile reviews ensuring detailed investigations, clear communication with applicants, and high-quality decision letters are produced.
4. Supervise and support team members involved in the review process, providing guidance on complex cases, decision-making frameworks, and legal compliance.
5. Prepare and present reports and presentations on the performance of the review function, identifying trends, risks, training needs and areas for improvement for internal and external groups including senior management and members.

6. Manage escalated complaints and legal challenges (e.g., judicial reviews) relating, working closely with the Council's legal team to ensure effective resolution and mitigation of risks.
7. Develop, implement, and review policies and procedures for reviews, ensuring they remain compliant with legislation, guidance, and case law while reflecting best practice.
8. Using reviews to identify trends, learning points and areas for service improvement; provide training, coaching, and development opportunities for staff across the service to promote a consistent and lawful approach to decision-making, improving the quality of initial decisions and overall service delivery.
9. Liaise with internal and external stakeholders, including legal representatives, advocacy groups, and partner agencies, to ensure transparency, fairness, and effective communication throughout the review process.
10. Represent the Council at court hearings, inquiries, or panels as required, providing expert evidence and defending decisions made by the service.

### **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	Hold a relevant qualification (e.g. HND/NVQ Level 4) or show an equivalent capability.	Professional qualification in housing, social care, or a related field.  Evidence of continued professional development in housing, management, or related areas.
Experience and Knowledge	Minimum 2 year's relevant work experience with a local authority, housing association or voluntary organisation  Proven experience in managing housing advice, homelessness prevention, or related services.  Extensive knowledge of the Homelessness Reduction Act, Housing Act 1996 (as amended), related legislation and caselaw.  Experience of managing and supporting teams to deliver high-quality services.	Knowledge of housing allocation policies, welfare benefits, and tenancy law.  Experience of completing statutory reviews under Part 7, Section 202 Housing Act 1996 (as amended)  Experience in partnership working with statutory, voluntary, and private sector organisations.  Experience mentoring or supervising team members.
Ability and Skills	Strong leadership and management skills, with the ability to motivate and develop staff.  Excellent communication and interpersonal skills, with the ability to engage effectively with a wide range of stakeholders.  Analytical and problem-solving skills, with the ability to manage complex cases and make sound decisions.  Able to produce clear, concise and persuasive written reports on complex issues.	Experience of working with vulnerable people

Attributes	Essential criteria	Desirable criteria
	<p>Ability to manage conflicting priorities and deliver under pressure to meet deadlines.</p> <p>Proficiency in IT systems, including housing management software and Microsoft Office.</p> <p>Ability to successfully operate in a multi-disciplinary and multi-functional environment.</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 a car for work or ability to travel within North Northamptonshire.</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>	