

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Housing Allocations Officer**



West  
Northamptonshire  
Council

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Housing Solutions, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

### **Purpose and impact:**

To deliver an efficient and professional allocations service, ensuring the council's Housing Register, allocation of accommodation within the council's own stock and nominations to partner registered provider vacancies are administered in accordance with the Council's Housing Allocation Scheme (policy), service procedures, national code of guidance and housing legislation (Part 6 of the Housing Act).

To provide comprehensive housing advice and information to households in housing need in order to ensure their housing needs are met via the appropriate intervention.

## **Accountable to:**

This role is accountable to the Housing Allocations Team Leader. The role sits within the Housing Solutions Service, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

## **Responsibilities:**

1. To process complex and detailed correspondence and telephone enquiries in relation to housing allocations applications, including who can join the Council's Housing Register, the banding scheme and what priority a customer may be awarded under the scheme and the provision of realistic advice on the availability of social housing and a customer's housing options.
2. Comprehensively assess, investigate and determine housing applications to join the Council's Housing Register in terms of eligibility and qualification for social housing and level of priority awarded to those applicants that can join the Council's Housing register in accordance with the Council's Housing Allocations Scheme and all relevant codes of guidance and legislation.
3. Process applications where there is a medical need and assess the applicant's basic medical condition in relation to their housing circumstances. Make decisions on the level of priority that should be awarded to the applicant and the type of property to best suit their needs. In particularly complex situations, make an appropriate referral to the Council's specialist medical advisor for guidance and advice to inform decision-making.
4. Ensure that investigations are robust and verification of all housing register applicants' circumstances are completed in accordance with the agreed policy and procedures. This will require interviewing applicants both in their home and within locality hubs, such as council offices.
5. Receive information about available properties from the Council's ALMO and Registered Providers in the area and create adverts for regular choice-based lettings advertisement cycles (to make applicants on the Housing Register aware of the available properties that they can bid on).
6. Responsible for allocation of properties through each choice-based letting cycle. Ensure that the shortlisting and nomination of applicants against properties is undertaken in an appropriate and timely way in accordance with the Council's Housing Allocations Scheme and in relation to prescribed nomination agreements. Ensure that any risks are properly assessed and escalated, as appropriate, in accordance with MAPPA, MARAC and any relevant safeguarding and/or health and safety procedures.
7. Ensure all administrative records are updated promptly in accordance with the approved policy and procedures including annual reviews of housing applications and changes of circumstances of applicants.
8. Work with other Council departments and external voluntary and statutory bodies to identify housing need and ensure that the Council's Housing Allocations Policy is applied correctly to meet need. Key stakeholders include Children's Trust, Adult Social Care, Probation and Police.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons

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.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to interview applicants skilfully and sensitively to elicit as much information as possible, give the appropriate advice and make informed decisions.	E	A, I, T
Excellent interpersonal skills, including being able to communicate at all levels.	E	A, I
Ability to produce concise and persuasive written reports on complex issues.	E	A, I
Well-developed negotiation and problem-solving skills.	E	A, I, T
Ability to manage and prioritise own workload and the ability to work effectively as part of a demanding frontline service.	E	A, I
Demonstrate ICT skills sufficient to maximise the use of software applications, particularly the use of Excel, Performance Management and Housing Allocations Software packages	E	A, I
Flexibility to occasionally work outside of normal working hours and able and willing to travel to and work from other locations	E	A, I
Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment.	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I

Knowledge:	Essential / Desirable	Measured by
A thorough working knowledge and understanding of current housing law, such as the Housing Act 1996, Parts VI and VII, Homelessness Act 2002, Localism Act 2012, Homelessness Reduction Act 2017 and immigration law as it applies to housing eligibility, relevant code of guidance and case law.	E	A, I
A working knowledge of local/regional/national policies in relation to allocations, nominations and meeting housing need.	E	A, I, T
Knowledge/ recent experience of welfare rights benefit systems and debt issues.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience with a local housing authority or Registered Housing Provider in a customer service or Housing capacity.	E	A, I
Experience of dealing with a wide range of people who may present complex and challenging behaviour.	E	A, I

Experience of providing comprehensive advice and assistance on all housing matters and related issues, including accessing all forms of accommodation, including different tenures and supported accommodation.	E	A, I
Experience of assessment and determination of applications for assistance under the provision of the Housing Acts.	E	A, I
Demonstrable experience of working within a service with high levels of demand, significant time pressure and conflicting priorities.	E	A, I
Conducting complex investigations, enquiries, interviews and casework management, with a focus on positive outcomes and preventing homelessness.	E	A, I
Experience of working collaboratively and proactively with other services and organisations to prevent homelessness and meet housing need.	E	A, I

<b>Education, training, and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Educated to A level or equivalent qualification or has equivalent experience in a related role	E	A, I, D
A pass in English and Maths at GCSE level (Grade C old system; Grade 4 new system)	E	A, I, D
Chartered Institute of Housing – Chartered Membership (for those with a CIH recognised qualification at Level 2 or above, or members who have completed an experiential route accredited by CIH.)	D	A, I, D
Evidence of continued professional and personal development.	E	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37 hours per week	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Regulatory and Technical, Pay Band 6	<b>Worker type:</b>	Part- flexible
<b>Salary range:</b>	£33,369-£36,163	<b>Budget responsibility:</b>	Nil
<b>People management responsibility:</b>	Nil		

### Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

